Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:INT/KOL/2020/217

Mr. Asha Agarwal ..... **Complainant**

vs

ILS Hospital, Dumdum..... **Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	.	01/08 /2022	The complaint would relate to an admission in the month of August 2020. The complainant approached us with the grievance of medical as well as hospital negligence that we received in December 2020. We immediately placed it for hearing after receiving response from CE by an order dated January 22, 2021. We disposed of the complaint and imposed a compensation of Rs. 75,000/-. We are told, the complainant is yet to receive the amount. The CE would contend, they could not send it in absence of bank details.

We direct complainant to furnish bank details in course of the day so that money can be transferred immediately.

The complainant has now come up for review of our order dated January 22, 2021 on four issues:

(i) The pharmacy details were consequently absent in the bill.

(ii) The medicine prescribed, would not tally with the medicine card.

(iii) The injection prescribed by Dr. Arjun Roy was penned through and dose was changed without any reason.

(iv) There were unnecessary repeated tests.

The complainant is however, not able to give any plausible explanation for the delay in approaching us. Pertinent to note, review application has been made after about fifteen months of passing of the original order.

For ends of justice, we wish to entertain.

On the first issue, the CE would concede and assure, they would supply all details of the medicine that their

			pharmacy supplied to the ward as per the requisition. They would however, try to explain deficiency by contending, their software does not provide any scope to furnish medicine details including the batch number and expiry date. They would assure, they would change their software at the earliest. They would also assure, the pharmacy details would be furnished with a week from date. On Second issue, the CE would categorically deny the contention of the complainant. Complainant had enough opportunity to raise the issue contemporaneously. In any event, the CE has already given their explanation as contained in the response that has already been forwarded to the complainant. We do not wish to deliberate further on the issue. The CE would give appropriate explanation on the third issue. According to them, Dr. Arjun Roy originally prescribed the injection. Dr. Roy was the RMO. Subsequently consultant doctor considered the condition of the patient as well as investigation report and changed

the dose.

In our view, even if the dose is subsequently changed that should be recorded properly. Striking out original instruction of Dr. Roy, was not the right approach. We do not wish to deliberate any further on the issue and caution the CE, they should appropriately instruct their treating team in this regard.

We are not impressed by the contention of the complainant on the fourth issue. This also, should have been raised at the time of original hearing. The tests are done by the CE on the advise of the treating team. Whether the advise was properly given or not, is outside our domain.

The review application is accordingly disposed of.

Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-
Prof. (Dr.) Makhan Lal Saha – Member

Authenticated

			Sd/- Dr. Maitrayee Banerjee – Member Sd/- Smt Madhabi Das – Member Authenticated Secretary West Bengal Clinical Establishment Regulatory Commission

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