

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NDJP/2022/158

Mr. Pawan Kumar Bhutra..... Complainant

vs

TATA Medical Center Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|--|
| | 1. | 29/08/2022 | <p>We have heard the complainant. We have also heard Dr. Arun, Director of the CE. The complainant has lost his dearest and nearest one. His wife was undergoing treatment for long five years at the CE. He repeatedly have praised the CE for the service that his wife got from the CE. Yet, he is unable to remove his doubt whether his wife got the just treatment at the crucial hour on January 25, 2022 when she breathed her last at the CE.</p> <p>Facts reveal, the patient reached the CE at its Emergency at about 7.45 p.m. on January 25, 2022. The treating team drew blood samples for investigation. Covid sample was also been taken at about 9.16 p.m. The report came at about 9.25 p.m. being covid positive.</p> |

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| | | <p>She was transferred to ITU at 11.30 p.m. She breathed her last at 11.55 p.m.</p> <p>The complainant would contend, even after receipt of the covid positive report why there had been two long hours delay in sending the patient to ITU. He would also question the deficiency of the CE as they did not have any pulmonologist required for covid treatment.</p> <p>He would also contend, after the unfortunate death he also met Dr. Vabe, the concerned treating Doctor who assured him to have a proper medical board set up for investigation. However, that has not yielded any positive result to his satisfaction. On the other way round, when he was busy in funeral of his dearest and nearest one phone call came from the CE enquiring about the health condition of the patient. It was really a practical joke for him.</p> <p>Dr. Arun would contend, the patient was having treatment at the CE for long five years. There had been a close relation between the patient and the treating team.</p> |
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Whatever was necessary, was done at the crucial hour and they had all medical records pertaining to the said period. Dr. Arun would volunteer to give a patient hearing to the complainant and would try to remove all his doubts at the said meeting. The parties would agree, they would meet on September 8, 2022 at 3 p.m. at the CE for such purpose.

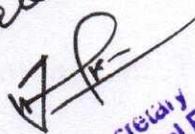
We are also told, the complainant has also approached the West Bengal Medical Council and he is awaiting decision therefrom.

We dispose of this complaint by granting liberty to the complainant either to satisfy himself with the outcome of the proposed meeting or to have a decision from the West Bengal Medical Council as the case may be.

In case he is successful before the West Bengal Medical Council he would be at liberty to approach us afresh.

The complaint is disposed of accordingly.



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| | | | <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i>  Secretary West Bengal Clinical Establishment Regulatory Commission</p> |
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