

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/KOL/2022/192**

Ms. Garima kaur..... Complainant

vs

Shree Vishudhanand Hospital, Kolkata..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	28/10/2022	<p>This complaint would relate to cautery burn while the patient was having gynaecological procedure in the hospital. According to the complainant, she suffered a cautery burn due to the mal-functioning of the equipment. The hospital did not agree to take the responsibility hence, this complaint.</p> <p>The hospital gave their response duly signed by Dr. Nirmada Pipara, the concerned surgeon involved in the procedure. From her response, we find that in her usual fairness, she observed, “I suspected that it could be due to cautery burn.” She would also observe, there had been other patients using the same instrument on that day however, no such accident happened. The hospital</p>

		<p>offered free service to the patient however, patient did not approach them.</p> <p>We have heard the parties at length. We have carefully considered the rival contentions.</p> <p>We feel, once the hospital admitted the incident and offered free service subsequently, we must take a lenient approach.</p> <p>From the record, we find, the complainant got her burn treated elsewhere and spent substantial sum for the same.</p> <p>We permit her to submit all necessary vouchers/ invoices pertaining to such treatment, to the hospital so that they could reimburse her the amount spent, within a fortnight from the date of submission of those documents.</p> <p>We also record in appreciation, the gesture shown by the CE offering further free service to the patient for the said purpose as and when she would approach them, if required.</p>
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			<p>With this direction, we dispose of the complaint.</p> <p>Sd/-</p> <p>The Hon'ble Chairperson</p> <p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p>
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*Authenticated*

*[Signature]*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

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