

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/HOW/2022/213

Mr. Dibakar Chakraborty..... Complainant

VS

(i) Narayana Super Specialty Hospital, Howrah (ii) KPC Medical College and Hospital (iii) AMRI, Dhakuria..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	2.	23/12/2022	<p>We have heard the parties at length.</p> <p>The complaint would relate to refusal to admit a patient who ultimately died, practically without any treatment.</p> <p>Three private hospitals are involved; Howrah Narayana, KPC and AMRI Dhakuria.</p> <p>We heard this matter on December 14, 2022 when all the three hospitals denied to have visit of any such patient on the fateful day. We adjourned the matter till today giving liberty to the complainant to visit those three hospitals and identify the persons whom they interacted. Accordingly, the complainant attended all three hospitals. He has submitted three audio recordings whereas Howrah</p>



Narayana has shared one.

On a combined hearing of the audio recordings it appears, the complainant was able to identify the concerned doctor of KPC Medical college. The concerned doctor was not present on that day. However, the complainant could identify her from the photograph. In respect of other two hospitals, he could not identify anyone. Today, at the hearing, he would name Mr Arnab Banerjee of Howrah Narayana and Mr. Jaydeep Dey of AMRI, Dhakuria to be the concerned persons who were actually responsible for refusal. Concerned two hospitals are however consistent by asserting, no such patient visited their hospital.

We hereby request Commissioner of Police, Howrah City Police and Commissioner of Police Kolkata to cause necessary investigation in this regard and try to bring the complaint to a logical conclusion in case of Howrah Narayana and AMRI, Dhakuria. We would expect report from the concerned police officials within a month from date.

So far KPC Medical College is concerned, we have heard Mr. Karmakar representing the hospital. We have also heard the complainant. The concerned doctor is also present at the hearing. We would appropriately deal with KPC in our judgement.

On the first day, we asked the complainant to produce the concerned Ambulance driver. Today, Mr. Bapan Sarkar could be contacted over phone. He was on the speaker mode. We have also recorded his version during the hearing. We would consider his version.

We reserve our judgement pending report from the police authority so that a comprehensive decision can be taken and a judgement is delivered accordingly in respect of all three cases.

Sd/-
The Hon'ble Chairperson

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

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

Sd/-
Dr. Maitrayee Banerjee – Member

Sd/-
Smt Madhabi Das – Member