

Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: INT/WMID/2023/003**

Mr.Sunil Krishna Chatterjee..... Complainant

vs

R.N.Tagore International Institute of Cardiac Science.....Respondent/  
Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	30/01/2023	<p>The complaint would relate to deficiency in service.</p> <p>Facts would reveal, a patient under care of South Eastern Railway Hospital under CGHS was referred for appropriate management at R.N. Tagore hospital.</p> <p>On our request, Dr Krishna Das, the concerned physician under whose care the patient was being treated at the Railway Hospital, is present online. She would contend, the patient was referred to R.N. Tagore Hospital for better treatment. Pertinent to note, the patient was having Adrenal and IR Abscess which could be managed either by surgical measure or by Percutaneous drainage.</p>

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Percutaneous drainage was done at R.N. Tagore Hospital and the patient was referred back to South Eastern Railway Hospital. However, the complainant, the husband of the patient, took the patient back home as contended by Dr. Das, her treating physician at the Railway Hospital.

Medical experts present at the panel, are unanimous of the view, once the patient was referred for a better management to a particular establishment having higher management facility and such facility had been availed and patient was referred back to the original hospital, the patient should have reported back to the original hospital.

The original hospital has not made any complaint. We have sent a copy of the complaint to the Railway Authorities. They have not given any response. Dr. Das would categorically contend, although the patient was referred for a particular purpose she did not report back.

The complainant would also contend, that there had been a provisional diagnosis by R.N. Tagore Hospital that





was not confirmed by the concerned physician during discharge.

This question could also be garmene in case the original hospital would raise such issue.

The complaint is without any merit and as such is rejected.

Before parting with, we must record in appreciation the assistance that Dr. Das has given to us adhering to our request.

The complaint is disposed of.

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

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*[Signature]*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission