

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/MUR/2023/050

Mr. Apurba Kr. Roy Chowdhury Complainant

vs

Rabindra Nath Thakur Diagnostic & Medical Care Centre,
Baharampur..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	31/03/2023	<p>The complaint would relate to medical negligence as well as the hospital negligence.</p> <p>The complainant's mother was admitted on January 9, 2023 under Dr. Aurobindo Banerjee.</p> <p>Her mother was more than 81 years old. She went to the hospital with the complaint that there was sudden fall of sugar level.</p> <p>According to the hospital records submitted to us, the patient was too critical.</p> <p>She expired on January 11, 2023.</p>



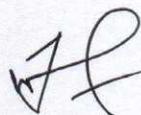
This part would be outside our domain. We permit the complainant to approach the appropriate authority questioning the treatment protocol, if he desires so.

The complainant would also have grievance as against the CE, they did not maintain the required norm under the West Bengal Clinical Establishment Regulation Act.

According to the complainant, there was no grievance redressal system, help desk was absent, medical records were not properly kept, ICU was not also properly equipped, the pathological laboratory did not have updated equipments.

We direct CMOH, Murshidabad to make a thorough investigation and submit report to us so that we can administratively take up the issue with the CE.

With the above direction we dispose of the complaint.



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

Authenticated

[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Handwritten mark]