

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPGL/2023/061

Mr. Somnath Banerjee..... Complainant

vs

Medica Superspecialty Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	03/05/2023	<p>This complaint would relate to post surgical complication that ultimately got cured at CMC, Vellore.</p> <p>We have heard the parties at length. We have also heard Dr. Uditto Roy and Dr. Shetty, being the treating doctors, involved in the process of treatment at Medica.</p> <p>The facts would reveal, the complainant approached Medica for treatment of his wife with the history of pain abdomen. She was admitted on September 27, 2022 at Medica. She had Micro Laparoscopy operation for removal of detected stone in the gall bladder. There was post surgical complication that could not be cured despite three in-house admission. Ultimately, the patient went to Vellore and CMC Vellore did the curative surgery when</p>


stone could be removed. The patient is now under check up at CMC, Vellore.

We have heard the concerned physician as well as surgeon. They are of the view, post surgical complications were taken care of and ultimately the patient was advised surgery. He did not opt for the same. The patient was treated under WBHS and the entire treatment was cash-less. Had the patient undergone surgery at Medica the cost involvement could be less and that too, with cashless facility. The patient, by choice, has gone to CMC, Vellore and got the surgery done.

In this backdrop we feel, interest of justice would be sub-served, if we permit the complaint to approach the appropriate authority questioning the treatment protocol. The complainant would be at liberty approach The West Bengal Medical Council. In case he is successful therein he would be at liberty to approach us afresh.

The complaint is disposed of.

Sd/-
The Hon'ble Chairperson

			<p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i>  Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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