



## WEST BENGAL HUMAN RIGHTS COMMISSION

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Ref. No. 1462/WBHRC/COM/167/15-16

Date: 14.12.17

Recommendation No 05/17-18/WBHRC/167/SMC/2017

From: Shri Laima Chozah IAS,  
Secretary & CEO.

To: The Chief Secretary  
Government of West Bengal  
**NABANNA**  
325, Sarat Chatterjee Road  
Mandirtala, P.O.- Shibpur,  
Howrah-711102

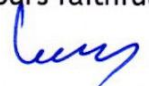
Sir,

I am directed to send herewith an authenticated copy of the Recommendations dated 03.11.2017 in connection with a News-item dated 25.01.2017 published in the **EKDIN** made by the West Bengal Human Rights Commission alongwith the enclosures for taking necessary action. The recommendations are self-explanatory.

Action taken or proposed to be taken by the Government on the recommendations may please be intimated to the Commission as soon as possible.

Enclosures: As stated above.

Yours faithfully,

  
Secretary & CEO.

Date: 03. 11. 2017

Suo Motu cognizance was taken on 25<sup>th</sup> January, 2017 based on a news item under the caption 'পরীক্ষার জন্য রোগীকে ১১ মাস পরের তারিখ দিল হাসপাতাল' published by Ekdin, a Bengali daily news paper. The news item disclosed that - a) date for MRI test was given to Smt. Sandhya Das 11 months after the date of application; b) even for the purpose of fixing a date for MRI examination, the patient has to come to the hospital on two occasions and in some cases even more ; c) the patients requiring tests in platelet or Ultrasonograph or such other diagnostic measures are being told that they should get the tests done from outside because tests in the SSKM hospital are likely to take very long time.

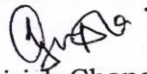
The Director of Bangur Institute of Neurosciences by his letter dated 23.02.2017 replied stating that "every day 70 to 100 requisitions for booking are received. Dates for approx 40 to 45 examinations (IPD 5 to 10 patients, OPD 20 to 25 patients, Research and thesis cases 3 to 5 patients) are accommodated. Number of examinations exceeds the number of enrolled patients as some patients require examination of more than one part like whole spine of a patient require 3 examination in three parts mandating change of software programmes".

The Commission had a probe done by its Investigation Wing. After considering the matter in some detail in the Full Bench, the Commission is of the opinion that the requisitions received every day should be computerized on line following the Indian Railway Reservation system. So that each applicant gets a particular docket number. The examinations conducted from day to day should also be reflected on line in the computer accessible by the cell phone of the patient. If this system is introduced there shall be absolute transparency and there shall be negligible or no scope for grievance from any quarter.

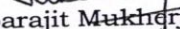
The Commission thus, recommends the aforesaid measures.

Authenticated

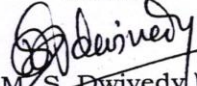
  
**N. C. Sarkar**  
Assistant Secretary  
W.B. Human Rights Commission

  
(Justice Girish Chandra Gupta)

Chairperson

  
(Naparajit Mukherjee)

Member

  
(M. S. Dwivedy)  
Member

A-S  
SDB