

Report in connection with visit of West Bengal Human Rights Commission to Sir Nil Ratan Sircar Medical College & Hospital on 10th February, 2023.

The West Bengal Human Rights Commission led by Justice Shri Jyotirmay Bhattacharya, Chairperson, Justice Smt. Madhumita Mitra, Member, Shri Naparajit Mukherjee, IPS (Retd.), Member visited and inspected the Nil Ratan Sircar Medical College & Hospital on 10/2/2023.

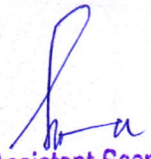
2. During the visit, the Medical Superintendent cum Vice Principal (MSVP), Medical Officers and Nursing Staff interacted with Chairman and Members of the West Bengal Human Rights Commission. During interaction it was noted by the Commission that there was inadequacy in preparation of presenting administrative matters and other issues as the hospital authorities did not provide any "write up" or place any Power Point presentation on major issues of the hospital. The Principal of the Medical College joined the discussion at a later stage.

3. Major issues noted and flagged by the Commission are as follows :-

a. According to the data provided verbally by hospital authorities as on 09/2/2023, 1672 patients were admitted while the total capacity was 1890. This is well within the manageable limits of the hospital capacity. However, it was informed that in the O.P.D. an average of 5000 patients are treated, pressure being more on Mondays, Wednesdays and Sundays. Commission was informed by Hospital authorities that patients from different States such as Bihar, Jharkhand were treated at N.R.S. Medical College & Hospital. Hospital authorities also informed that patients of neighbouring country i.e. Bangladesh came here and got medical treatment. The ITU in the hospital has 05 (five) beds, C.C.U 12(twelve)

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beds and H.D.U. 03(three) beds. The Commission noted that this was highly inadequate for the hospital and needs to be improved/increased.

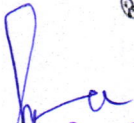
b. The hospital authorities pointed out that Medical Officers were adequate but there was considerable inadequacy in nursing staff. The sanctioned strength (as informed verbally) was 1038 where as a total of 855 were in position. There was inadequacy of Gr.D staff due to lack of recruitment etc. On the other hand, cleaning staff sanctioned strength are 596 where as the actual strength is 290 only. Most of the clinical staffs are outsourced. There are 269 security personnel, all out sourced but there was requirement of 100 more in view of the huge area of the Medical College and Hospital. Only one ambulance was available which is used mostly for moving patients within the hospital area. The hospital authorities requested for increase of ambulance to at least 02 in order to handle emergencies, break downs of ambulance etc. Further, there was no critical care ambulance which is essential for a hospital like N.R.S.

c. Fire license has been issued by the Fire Department and necessary precautionary measures including fire escape and presence of fire engines in hospital have been arranged.

d. The Commission Members enquired about diet provided to the patients as well as rate of diet per patient per day. The Commission was surprised to note that children were being provided diet @ Rs.28/- per day, adults Rs.57/- and psychiatric patient Rs.72/- per day. There was no dietician available in the hospital. The Commission noted that there was urgent need for a dietician as well as increasing the diet rate to at least Rs.150/- per day, per patient.

e. The Principal N.R.S. Medical College and Hospital informed the Commission that the college was having 250 MBBS students, 125 Post Graduate

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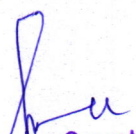
and 32 Post-Doctoral students per year. There was a deficiency of 25% of teaching staff as per National Medical Council guidelines.

f. The Commission took stock of diagnostic facilities available in the hospital. The hospital authorities informed that USG, Digital X-Ray, C.T. Scan, MRI as well as various types of blood tests and Blood Bank were available in the hospital. They further informed that PET-CT Scan was available in N.R.S. Hospital, which is the only hospital in government sector throughout West Bengal having this diagnostic tool. The Commission further enquired waiting period of patients for availing such facilities when it was informed that for C.T. Scan waiting period was one week, MRI one week, U.S.G. two weeks, X-Ray immediate, Radio Therapy for cancer patients 07 to 15 days, PET-CT Scan 02 months. The waiting period on PET-CT Scan was on a very high side and needs to be reduced. If necessary, the Health Department should consider installing another PET-CT Scan instrument since this instrument was the only one available in West Bengal. There was an urgent need for reducing waiting periods of C.T. Scan, MRI, U.S.G. etc.

g. It was informed by the hospital authorities that supply of medicines was adequate as the Central Medical Stores were providing and looking every requirement. Medical facilities and medicines were supplied to the patients free of cost as stated by the hospital authorities.

h. Usually, complaints are received of mal-practices during post mortem which was duly discussed by the Commission with hospital authorities as well as that of Medical College authorities. It was admitted that there are certain mal practices which may be duly taken care of by hospital authorities. There was inadequacy of "Doms" in the post mortem department which was causing problems. Further, it

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was informed that the forensic medicine authorities were performing post mortem (experts) and no other doctors were involved in the process.

i. The hospital Superintendent informed that Gastroenterology Department was being newly open in the hospital. Apart from, these certain super speciality departments like Neuro medicine and surgery, renal medicine and surgery, general surgery, cardiac / CTVS surgeries were all available in the hospital. The hospital was getting large number of referred cases from the districts which were causing problems. There were deficiencies of technicians for dialysis, E.C.G. and in the operation theatre. In fact, in the O.T.s they were no O.T. Technician available.

j. On query, Commission was informed that no incident of child-theft occurred in the recent past.

k. Commission was informed that the members of the patient party allowed to attend the patients in the ward/cabin, as the practice of engaging Aaya, staff nurse by the patient on payment basis has been discontinued.

4. In view of the discussions (as above) with the N.R.S. Medical College and Hospital authorities, the Commission makes following recommendations :

i. There is need for increase in teaching staff at all levels as there was 25% deficiency as per National Medical College guidelines and pressure of students were very high. MBBS students-250, Post Graduate students – 125, Post-Doctoral students – 32 per year)

ii. In the hospital side need for increasing cleaning staff, security and Gr.D staff were normally required since there is adequate number of vacancies as discussed in paragraph 3 (b).

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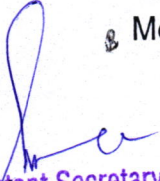


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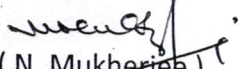
- iii. There is need for increase in nursing staff as the sanctioned strength was 1038 where as availability was only 794. Vacancies of nursing staff require to be fulfilled immediately.
- iv. There was need for increase in number of "Doms" in the Forensic Medicine Department since number was inadequate.
- v. The Commission felt that there was immediate need for increasing the dietary rate per patient to Rs.150/- as current rate was woefully inadequate. Also post of Dietician be created as there is none.
- vi. There is need for increasing one more normal ambulance and one critical care ambulance.
- vii. There is also a requirement for installing another PET-CT Scan machine in order to reduce the waiting period from a average of two months or more since this machine was available only in N.R.S. Hospital which was catering for entire State of West Bengal.
- viii. Practice of allowing the member of the patient party to attend the patient in the ward/cabin should be discontinued, considering the health hazard which the patient may suffer due to various types of infections that may spread from the attending members of the patient party.

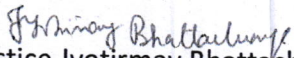
5. Special Secretary & CEO, WBHRC is directed to send an authenticated copy of this report to Principal Secretary, Health and Family Welfare Deptt., Govt. of West Bengal with copies to Principal, Nil Ratan Sircar Medical College and Hospital and to Medical Superintendent cum Vice-Principal, Nil Ratan Sircar Medical College and Hospital for information and necessary action. Principal

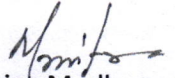
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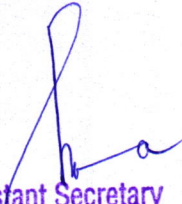
Secretary, Health & Family Welfare Deptt., Govt. of West Bengal is directed to submit action taken report within three months of receipt of this report.


(N. Mukherjee)
Member
17/2/2023


(Justice Jyotirmay Bhattacharya)
Chairman


(Justice Madhumati Mitra)
Member

Authenticated.


Assistant Secretary
W.B. Human Rights Commission