

**Report regarding visit of WBHRC to Midnapore Medical College and
Hospital on 22nd November, 2024.**

On 22nd November, 2024, the WBHRC led by Justice Jyotirmay Bhattacharya (Retd.), Chairperson, Justice Madhumati Mitra (Retd.), Judicial Member accompanied by the Joint Secretary and the Accounts Officer visited and inspected Midnapore Medical College and Hospital, at Paschim Medinipur.

- i. During the said visit, Members of the visiting team had interaction with Ms. Mausami Nandi, Principal, Dr. Jayanta Kumar Rout, MSVP, other medical officers, nursing staff of the said medical college. Inspection of some OPDs and various departments of the hospital was taken by the Members of the inspecting team in the presence of Departmental Heads.
- ii. In course of such inspection, the Commission has been apprised by the Principal and the MSVP that remarkable developments in the public health care system have been done in the said medical college. In addition to the existing 25 departments running in the said hospital, following additions in the last five years improved the public health care system remarkably :-
 - a) CATH Lab started
 - b) Pacing Lab started
 - c) DEIC started
 - d) Thalassaemia Control Unit started
 - e) RBTC started
 - f) Eye Bank started.
- iii. In course of inspection we have been informed by them that works relating to various projects including construction are in progress.

They have given the details of such ongoing projects to us. Those are as follows :-

- a) Construction of 03 numbers of gates;
- b) 100 bedded Critical Care Block;
- c) Vertical extension of Matrima Building (MC Hub) (Three Floors);
- d) Renovation work of IC building;
- e) Construction of Nurses building with meeting hall.

We noticed that vertical extension of Matrima Building by addition of three floors above the existing four-storied building has already been completed but the said building cannot be utilized for want of lift. We are told that if the operation of the existing lifts installed in the said building is extended upto the newly added ultimate floor, the said building can be made functional.

- f) We have been informed that land for second campus for the hospital has already been allotted by the State Government.
- iv. In course of interaction with the hospital authorities, we are informed that 2,500 outdoor patients on average basis are being attended and treated by the doctors in OPD. A large number of patients from neighbouring Districts as Midnapore Medical College and Hospital is having better medical treatment facilities are being treated here (namely, Jhargram, Bankura, Purulia, Hooghly etc.).
 - v. We are also informed that 25 departments are functional in the said medical college. There are altogether 15 buildings and in most of the building, the departments are located while some other are used as hostels where students are accommodated and some are used as doctors' quarters.
 - vi. Presently 65 security guards including police personnel are posted in the hospital to look after the security measures of the hospital property, doctors, nurses, students (both male and female) non-medical staff etc. There is no police outpost within the hospital

compound. Not a single lady police has been posted there. Majority of such security guards are ex-servicemen engaged on 8 hourly duty basis per day. They are engaged for a period of 26 days in a month. The 65 security guards including police personnel are quite inadequate in number to ensure the safety and security of the doctors, nurses, medical students, staff including non-medical staff, patients for the simple reason that if the total manpower is divided into three shifts by giving 8 hours duty to each of them daily, hardly service of at best 21 police personnel can be utilized at a time in one shift which is quite inadequate to guard 15 buildings located on 25 acres of land. We have been informed by Dr. Nandi, the Principal of the Medical College that they have already taken up the issues for establishment and/or setting up Police Outpost within the hospital compound with Superintendent of Police Paschim Midnapore District.

- vii. We are also informed that in addition to 272 existing CCTVs, 364 new CCTVs are recently installed all over the hospital premises including hospital, hostel and college. Even though those CCTVs are functional, still number of such CCTVs installed there are quite inadequate to keep vigil on the hospital campus which is located on 25 acres of land. On query of the commission, it has been disclosed that though the CCTVs have been installed but for want of manpower the footage/stock footage of the said CCTV is not monitored.
- viii. We are also informed that when WEBEL inspected the hospital premises lastly, WEBEL recommended for installation of 203 more CCTVs in the hospital complex.
- ix. Presently CCTV footages are maintained / preserved for seven days only.
- x. As of now functional bed strength is 1100. On the date of inspection 972 patients were admitted. We are informed that not only the patients of Paschim Midnapore, but also of the patients from

neighbouring districts such as Nadia, Bankura and Purulia are being treated regularly in the hospital both as indoor and outdoor patients.

- xi. On our query we have been informed that the lab and investigation units are well equipped. Apart from normal clinical tests, facilities for digital x-ray, MRI, ear test (PPP Model), CT scan etc. are available in the hospital.
- xii. Work of renovation of 40 toilets and 30 restrooms is under progress for the doctors, nurses and/or the staff of the hospital, renovation work will be completed shortly.

Deficiency in health care system in the hospital

1. There is no Neurological Department in the hospital.
 2. There is no Gastroenterology Department in the hospital.
 3. There is no Plastic Surgery Department in the hospital.
 4. There is no Oncological Surgical department in the hospital.
 5. Burn Unit is also lacking in the hospital.
- xiii. Patients suffering from critical ailments excepting the patients who require neurological surgery, oncological surgery and/or burn treatment, are being treated both as indoor and outdoor patients in the said hospital. Excepting the patients belonging to the abovementioned exceptional categories no other patient is referred to Kolkata Hospitals normally. Even the gastro patients and the patients requiring plastic surgery are also being treated by the general surgeon to the extent possible. Even they are also not referred to ordinarily to Kolkata Hospitals. Hospital does not provide uniforms to the indoor patients. In absence of uniform it will be difficult to identify the patients. Even the on-duty Doctors in O.P.D. do not wear Aprons.
 - xiv. No ambulance is provided to the hospital. Ambulance service is an essential service for transporting / shifting the patients from department to department and also to the lab and/or investigation centre when clinical tests are required to be conducted on them.

- xv. Hospital needs Group-D staff, Data Entry Operator and Emergency staff. There is no post of clerical staff in the hospital. Vacancies in Group-D post, Data Entry Operator post and the post of Emergency staff are required to be filled up with utmost expeditiously.
- xvi. Decade old computers installed in the hospital and the medical colleges are not in proper functional state. Hospital requires at least 81 new computers with latest software. Similarly, the medical college requires 28 new computes with latest software.

We are informed that requisition for computes and its accessories for e-prescriptions at OPD for various departments at MMCH, Paschim Midnapore has already been given to the Secretary, IT, Swasthya Bhavan on 4th April, 2024 vide memo no. MMCH/MID/3379. Similarly, requisition has also been sent by Medical Superintendent-cum-Vice Principal for installation of 28 new computes in various departments at MMCH, Paschim Midnapore to the Secretary, IT, Swasthya Bhavan, Kolkata 700091, on 26th June, 2023 vide memo no. MMCH/4825. Those computers are required to be provided to the hospital/medical college immediately in the interest of better patient care services.

Requisitions referred to above which were made over to us are made part of this record.

Following the recommendations are made by the Commission:-

Following recommendations are made for improvement of patient care services in the said hospital:-

- a. Since the Midnapore Medical College and Hospital caters the medical treatment facilities both for indoor and outdoor patients not only of the patients of the district of Purba and Paschim Midnapore but also of the patients of the neighbouring districts

i.e. Hooghly, Bankura and Purulia, the hospital should be upgraded to a Super Specialty Hospital. To upgrade the said hospital to a Super Specialty Hospital the following departments should be introduced with all infrastructural facilities so that both indoor and outdoor patients can be treated comprehensively in the said hospital and the instances of referral cases to the other medical colleges in Kolkata can be reduced substantially:-

- a. Neurological Department.
 - b. Gastroenterology Department.
 - c. Plastic Surgery Department.
 - d. Oncological Surgical department.
 - e. Burn Unit.
 - f. Facilities for PET CT scan also may be introduced as expeditiously as possible.
- b. Though, three more floors have already been added on the four storied Matrima building but the additional floors remain unutilized for want of lift services. The additional floors can be utilized, if the existing lift service which is available in the said building upto the fourth floor, is extended to the ultimate floor of the said building. Accordingly, it is recommended that immediate steps should be taken to extend the lift services upto the ultimate floor of the said Matrima building to make the said building fully functional.
 - c. Renovation of 40 toilets and 30 restrooms should be completed on war footing basis so that those can be put to use without causing any unnecessary delay.
 - d. Security system available in the hospital presently, is inadequate. Number of security personnel both police and ex-servicemen should be sufficiently increased and lady police personnel should also be included in the team so that safety and security of the

hospital property, doctors, nurses, patients, both medical and non- medical staff, can be secured.

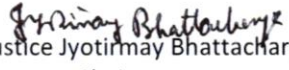
- e. 203-number of CCTVs are yet to be installed as per the advice of WEBEL in addition to the CCTVs already installed. Steps should be taken to install those additional numbers of 203 CCTVs as per the advice of WEBEL without any delay. Dedicated persons should be engaged to monitor CCTVs particularly during night to avoid untoward incident.
- f. Presently there were 195 beds available in the medicine department. Number of doctors i.e. three medical officers and five faculty members are quite inadequate to treat the indoor patients as well as the outdoors patients in OPD. Number of doctors and/or faculty members should be increased sufficiently so that treatment of the indoor and the outdoor patients is not neglected. On duty Doctors in O.P.D. should wear Aprons to identify themselves as Doctors.
- g. Vacancies in the posts of Group-D, Data Entry Operator, and Emergency staff should be filled up on urgent basis. No regular scavenger is available in the hospital. Scavenging services is presently being maintained by out sourcing. Even the number of scavengers engaged is quite insufficient. Scavengers should be appointed on regular basis so that the cleanness of the hospital is properly maintained and medical waste is cleared regularly to maintain better hygiene in the hospital.
- h. Adequate number of ambulances should be put into service in the hospital for shifting the patient from one department to other and also for taking them to the lab for their clinical tests.
- i. Test reports should be made available on computers so that the doctors treating the patients can have immediate access to the test reports which will help the doctors in providing better and prompt medical treatment to the patients.

- j. There is no post of dietitian in the hospital. Service of dietitian is very much necessary as diet which is suitable and appropriate for the patients not only controls the disease which the patient is suffering from but also prevents the disease to be further aggravated. As such post of dietitian should be created and those posts should be filled up immediately.
- k. 81 computers should be installed in the hospital immediately in the interest of better patient care services.
- l. 28 computers are also required to be installed in the medical college for the interest better patient care services.
- m. Development of the second campus of the hospital is urgently needed. Cancer block, Critical Care Unit, Diagnostic Care Centers can be introduced there.
- n. Accommodation available in the hostel is insufficient to accommodate the number of students both male and female of the said medical college. Provision for construction of additional building for their use as hostel to accommodate the students should also be urgently made.
- o. Commission is of the view that the present dietary rate is very meager. It should be increased to Rs. 200/- for per patient per day.
- p. The present practice of allowing family member of the patient partly to attend the patient in Ward or cabin requires to 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 partly. Rather practice of engagement of *aya* by the Hospital authority to look after the Indoor patients may be re-introduced.
- q. Indoor patient be provided separate dress for proper identification and for hygiene purpose.

Joint Secretary, West Bengal Human Rights Commission is requested to send authenticated copy of this report to Chief Secretary, Government of West Bengal with copies to Principal Secretary, Health and Family Welfare Deptt., Govt. of West Bengal and Principal, Midnapur Medical College and Hospital with the request to send Action Taken Report to West Bengal Human Rights Commission within 03 (three) months.


Justice Madhumati Mitra
Member (J)

17.12.2024


Justice Jyotirmay Bhattacharya
Chairperson
17.12.2024


Basudeb Banerjee
Member (A)

J.S.