File No. 55 /WBHRC/SMC/2018

Date: 31. 05. 2018

Enclosed is the news item appearing in the 'Telegraph' an English daily dated 31. 05. 2018, captioned " 12-hour blackout at NRS unit'"

Director of Health Services, West Bengal is directed to enquire into the matter and to furnish a report by 10th July, 2018.

(Justice Girish Chandra Gupta)
Chairperson

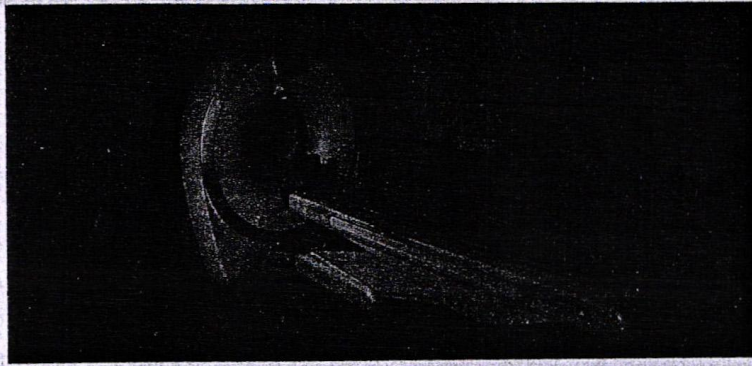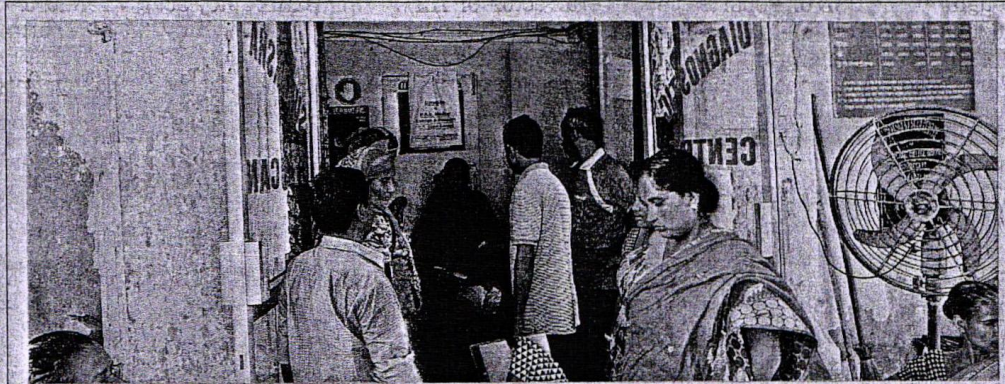# 12-hour blackout at NRS unit

**OUR SPECIAL
CORRESPONDENT**

Entally: Electricity supply to the CT scan unit of NRS Medical College and Hospital snapped on Wednesday and wasn't restored for 12 hours, creating a massive backlog of patients waiting for the test, some of them in immense physical distress.

A blame game between the hospital and the private entity that runs the imaging unit allegedly delayed the arrival of a generator till 3.30pm, by which time the corridor leading to the door was crammed with patients. Those forced to stand outside the building in hot and humid conditions suffered more.

"My brother Rakesh has acute stomach pain. A doctor who saw him at the OPD asked us to get a CT scan done. We have been standing here for an hour and nobody is able to tell us when electricity will be restored," Shantana Ghosh from Baghajatin told **Metro** around 1.30pm.

Hossain Sheikh, a 37-year-old farmer from Murshidabad with abdominal inflammation, waited outside the building for three hours to collect his scan report. He had arrived at the hospital at 10am with his wife. "We are lucky to have this chair to use by turn," Hossain said.

Inside, an employee was seen using her mobile-phone light to locate diagnostic reports. "We are trying our best to give people their reports,

Patients and their families wait for the CT scan unit (left) at NRS Medical College and Hospital to reopen after being plunged into darkness early on Wednesday.

Pictures by Sanjoy Chattopadhyaya

but finding them in the darkness of this room is a challenge," she said.

Shantana and the family members of many other patients complained that they were not given any information on when the unit would resume functioning. Some said that they would have gone elsewhere had the hospital authorities given them the correct picture.

The blackout was apparently caused by some underground wires getting cut during construction on the campus. This happened around 3.30am, an official said.

The public works department is building a walkway adjacent to the building that houses the CT scan facility on the ground floor. "A similar snag had occurred on Tuesday afternoon but electricity was restored within 30 minutes. This time, the damage was greater and it will take us until Friday to fix the wires. In the meantime, the generator will be used to keep the CT scan unit running," the official said.

Around 70 CT scans are done daily at the unit, set up as a public-private partnership.

Sanjay Brijlalka, the centre manager in charge of the imaging unit, said electricity back-up was delayed because PWD officials allegedly did not inform his team how long it would take to restore the line.

A senior official of the hospital said Suraksha Diagnostic, which has centres across the city, should have arranged a generator much earlier than it did. Swasthya Bhavan, the headquarters of the health department, has been informed about the delay, he said.

The CT scan unit is adjacent to the Academic Building of the teaching hospital in Sealdah.