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To
The Officer – In – Charge
Matigara Police Station,
Siliguri

Dear Sir,

SUB: Vandalism by the relatives of patients at the hospital Premises and damaged Hospital Premises.

1, the undersigned of the Neotia Getwel Healthcare Centre, Uttarayon, Matigara, Siliguri ( A unit of Neotia Healthcare Initiative Limited), Post Office and Police Station – Matigara, Dist- Darjeeling, at the outset would like to inform you the following facts and circumstances:-

On 11<sup>th</sup> August, 2021, a 2 years 8 months old male child namely Master Diyan Barman Son of - Biki Barman resident of Village- Pilkhana, Guriahati Post office - Nilkhuti , Police Stations- Kotwali Dist-Coochbehar Pin - 736156, West Bengal was admitted at our hospital with some post Covid related issues and they wanted to take medical supervisions from one of our well known child specialist Dr. B.D. Singh .

The child was admitted at our hospital in the bed no. 008 at PICU (Pediatric Intensive Care Unit) in a critical condition. Our doctor and medical team has started the necessary medical investigation immediately and was of the opinion that the condition of the child was serious and the same was properly counselled by Dr. B.D.Singh to the patient party. After giving adequate treatment the condition of the child was gradually improved and he was shifted from PICU to normal ward.

However, the condition of the child suddenly started deteriorating on 23<sup>rd</sup> August and he was again shifted to PICU. On 28<sup>th</sup> of August video Counseling was conducted by our medical team and explained the patient party regarding the health condition of the child and intimated them that the child is not well, he was in a critical condition. Our medical team provided their best possible medical care and attention to save his life.

On 31<sup>st</sup> August night the condition of the child became very critical and Dr. B.D. Singh along with his medical team was trying to save the life of the child, but unfortunately despite our all respective endeavors the child could not be revived from such critical condition and got expired on 1<sup>st</sup> September, at 5.21 AM. On the same day i.e. on 01/09/2021 after the unfortunate demise of the child the concerned doctors and all the staffs of the hospital tried to console and pacify the relative of the deceased child with utmost sympathy and also tried to make them understand the actual reason for such an unfortunate demise but all of sudden the parents of the child got violent and started vandalism, they have damaged the glass shield of our emergency department & by the time they were shouting with abusive and filthy language towards our office staff.

They further threatened us that if we lodge any complaint against them they will come again and teach us a good lesion by demolishing our hospital premises. We were so frightened by their threat that priory we could not lodge the instant complaint but somehow now we are would like to lodge the complaint with a strong believe upon the law of the land.

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The above circumstances have been captured to our close circuit camera (CCTV) and the said footage of the same is hereby annexed for your kind perusal.

In the light of the above circumstances it is therefore request you to investigate the matter and booked the culprit according to the appropriate provision of law.

Thanking You

Yoursfaithfully

TEF HET For Neotia Getwel Healthcare centre

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(A unit of Neotia Healthcare Initiative Limited)

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> Matigara Police Station Siliquiri Police Commissionerate

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