

# **Consumer Protection Council- Bharat Jyoti**

## **PRESS RELEASE**

### **Seminar: "medical services and consumer issues"**

Today, on 29<sup>TH</sup> September, 2012, the Council has organized this seminar on the present developments in the relationship between medical service providers and patients. We have witnessed manifold increase in number of consumer cases against the medical service providers alleging medical negligence. Presently 12% of cases at National Consumer Commission are contested against the medical service providers for medical negligence. In case the medical negligence is established, the Consumer Commissions and Forums have awarded exemplary compensation to the aggrieved party.

The seminar was presided over by **Justice K.C. Bhargava (Retd.)**, Former President of Uttar Pradesh State Consumer Disputes Redressal Commission and leading proponent of major amendments in CPA.

**Shri Vijay Acharya- Founder President- Bharat Jyoti** emphasized on relevance of this seminar to bring forth issues of medical service providers and the patient for maintaining cordial relationship them.

**Dr. A. M. Khan- President-Indian Medical Association, Lucknow** highlighted on adoption of ethical standard in medical practice.

**Col.(Dr.) T.S. Mathur(Retd.)-Chairman Saraswati group of Colleges** and **Dr. Rama Srivastava- Vice President, Lucknow Nursing Homes Association** discussed on roles and issues of Nursing Homes and medical institutions respectively.

**Shri Rupendra K Porwal, Managing Partner, RallyMark Legal, Advocates and Legal Consultants, Lucknow** highlighted few important consumer cases, where exemplary penalty has been imposed on medical service providers for medical negligence. He suggested various measures to the medical service providers to avoid consumer cases and also guided on how to handle the frivolous and vexatious consumer cases.

**Dr. P.K. Seth, CEO, Biotech Park, Lucknow** highlighted standardization of Quest for Quality in Bioanalytical Services operated by labs and nursing homes.

**Shri. Dilip Awasthi, Resident Editor, Lucknow- Dainik Jagran, Group** highlighted the role of Media on Doctor-Patient relationship.

**Prof. U.K. Misra- Dean SGPGI, Lucknow- The Chairman of the Penal** summarized the topics of the seminar and emphasized that medical service providers should be more compassionate and service oriented towards the patients and similarly patients should also show good behavior with doctors during stressed time.

**Justice K.C. Bhargava (Retd.)** in his concluding address said that medical service providers should refrain from pure materialistic approach and serve the needy people of the society selflessly.

**Prof. K.M. Singh, Former Vice Chancellor of KGMU, Lucknow** thanked all guests and speakers for making this seminar successful.

This seminar was attended by large number of doctors, representatives of hospitals and nursing homes, consumer associations and other eminent persons of the society.

N Khanna  
Secretary