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The Chief of Naval Staff  
for Director General Medical Services  
New Delhi 110 011

Respected Sir/Madam,

**MEDICAL NEGLIGENCE AND UNPROFESSIONAL/INHUMAN  
BEHAVIOUR DURING DELIVERY AT INHS KALYANI**

My name is Madhu Pal Vohra, W/O Narain Singh, POME. My husband is in Indian Navy and presently serving in Visakhapatnam. My letter is related to the medical negligence and unprofessional/inhuman behavior with me during my delivery at INHS Kalyani on 29 Jul 16. During the initial period of my pregnancy I was in Mumbai as my husband was posted there. I had a nice experience there in INHS Asvini as i was looked after by Surgeon commander Ashok K Pillai. My husband got transferred to Visakhapatnam so we moved to Visakhapatnam on 25 April 16 when I was six months pregnant. I regularly visited and checked at INHS Asvini and all the medical reports pertaining to pregnancy were absolutely fine. There were no complications in my case as all the details are mentioned in Pre Natal chart and medical reports of CT scan, Thyroid, and blood reports. After arrival I visited INHS Kalyani for my regular checkups and medicines. I was regularly visiting hospital on instruction from my doctor Surgeon Captain Maiti for regular checkups. Seven months had been started on 26 Apr 16 and now I was feeling more nervous and cautious related to my pregnancy **AS IT WAS MY SECOND PREGNANCY**. I had some complications in **MY FIRST PREGNANCY** during the second Month of pregnancy so unfortunately I had to abort the baby as advised by the doctor Surgeon Commander Ashok Pillai. I was consulting my day to day progress with my friends and family. We all were very happy as the moment of happiness was very near. On 28 Jul 16 I felt little back pain and bleeding so I approached my doctor Surgeon Captain Maiti to consult the situation. I waited for half an hour for my turn and on my call he examined me in a minute and advised me to go back as its normal bleeding and come back only when there is water break, "**YOUR BABY IS PERFECTLY FINE AND YOU TOO**". I had come back but bleeding and immense back pain was throughout the night so very early morning at 0730 hrs I approached the hospital again but my doctor was not there. I was attended by an MNS and later by a gynecologist Surgeon Commander Tina Singh at 0815 hrs. They admitted me and at the same time the **FETAL HEART BEAT AND MY BLOOD PRESSURE WAS CHECKED, ALL PARAMETERS WERE NORMAL**. They took me to labor room at -0845 hrs; I was assisted by three nurses. I was bleeding and it

was immense now and back pain too. They were instructing me to push hard as you can and I tried to do the same. I requested them that I cannot push as I am not feeling labor pain, but still I was pushing as I want to see my baby in my hands. I was pushing and they were yelling at me to push hard your baby's head is visible. **At this moment one nurse, ANGEL started pressing my stomach with her both hands, due to her palms pressure i was unable to breathe so I requested her to take away your hands and i pushed her hands aside. She SLAPPED me at the same time and passed a comment "Push Karna nahi aata tumhe."** I was in physical and mental pain so ignored that moment but still in flurry. Now my condition was deteriorating and was unable to breathe so I requested them to use vacuum and call the doctor I cannot push any more. They said, we cannot perform vacuum as we are not authorize to do so. They had called doctor twice and still doctor had not turned up. They all were doing conversation with each other, **"yaar madam ko 2 baar call kar diya hai lekin aa nahi rahin hain bachche ka heart beat bhi kum ho raha hai."** Another MNS said "it's 12 o'clock and still we have not delivered a single baby" I was really shocked to hear this as they were doing some contractual work. Now the bad time had come, fetal heartbeat was fainting. Now there were panic in the room and one of them said, **"kahan hai madam abhi tak nahi aayee bolo emergency hai"** I was facing difficulty in breathing. Still specialist had not turned up. One of the MNS rushed out of the labor room and run towards OT room to call the specialist who was in OT room instructing nurses telephonically. Fetal heart rate was continuously dropping as they were discussing while I was unable to breathe. There was not fetal heart rate now and still doctor had not come. Now around 1300 hrs 1<sup>st</sup> doctor Surgeon Commander Shazia Khan comes after some time and she investigate the situation and waits for her senior doctor to come there. **Five minutes later** another doctor Surgeon Commander Tina Singh comes and hurriedly instructed the nurse to prepare the vacuum. **It took them another few minutes to prepare the vacuum as it was not ready. Surgeon Commander Tina Singh uses vacuum and deliver the baby at 1330hrs and Baby falls on my stomach but there was no crying or movement of my baby boy,** I was in shock and trauma. Fetal heart beat dropped very earlier and it took them atleast 45 minutes to accomplish the vacuum delivery. I was continuously pushing for four hours but they took it very lightly when I was breathlessness and they had used breathing mask for me. **I had lost my baby due to their negligence as they were not available and nurses were not able to take right decision.** They handed over the baby boy to pediatrician. Now the last dialogue which I confronted was; **"ki aisa push karoge to aisa hi hoga"** from Nurse ANGEL. I was really in great mental agony and physical pain at that time so didn't revert. Many doctors approached me later to console me. The doctor who accomplished vacuum said that its God will and nothing is in our hands, you are young enough and can give a try again. I had torn mentally and physical and thinking about the happy moments of my pregnancy. Due to someone's **negligence and inhuman behavior** I am in trauma of loss and mental agnoy and pain. Now my baby boy was in NICU and kept on ventilator. He couldn't survive after three days. **My baby was born without breath, had the heart of a fighter. He lived for 4 days despite all odds.** I was in shock and asking every doctor, MNS and my family members about my baby. I had passed 4 days without my baby whom I wanted to hug and to be in my lap and fed him. **Post delivery of**

**the baby boy, the doctor narrated to my husband that your wife was not able to push the baby so we used vacuum but baby's umbilical cord was short so struck around his neck which further made him breathless (I want to reiterate that umbilical cord around the neck is a normal case and it can be cleared if the specialist is present there as this is the first step doctors take when head comes out during delivery).** I was ok till completion of 9 months and even during delivery also. There were no complications in my case. Then why it had happened with me. Why they didn't perform the vacuum earlier when my baby was out of breath and heartbeat was fainting? Why did not they performed cesarean and cleared umbilical cord if it was struck around the neck? Why I was not admitted during the very first day of bleeding and pain and put under observation? During conversation with my husband doctor Surgeon commander S Khan said that here in kalyani we do approximately 1000 deliveries in a month so we cannot attend every patient.

I have my happy days of my pregnancy and the bad nightmare of labor room. I was tortured physically during vacuum delivery and now in a great mental trauma. I was slapped the moment I need support and doctors for delivery. Doctor came on third call and was delivering instructions telephonically so performing delivery on call. If it's so then anyone can do the same at home, why there is need of specialist at time of delivery. I have lost my baby boy and asked them inquire the matter of negligence and unprofessional behavior and treatment by their staff. They inquired the matter and revert with their reply (copy attached). **My body will take mere months to heal from the stitches. My invincible wounds, however, are lifelong. Doctors may confront numbers of patients in a day but for a couple of any creed and rank who is expecting their first baby and also waiting for the most awaited moment of their married life who brings them into parenthood should be treated with full knowledge and explanations.**

I requested them to provide me the medical documents of my baby boy but they refused to provide that. I asked for my documents also, initially they denied and later asked me to come with a written application. I gave them a written application but they denied. And now after 30 Days they have sent the Xerox copy of my medical documents and mentioned that they don't have the baby's documents as the same has sent to command hospital Kolkata for senior medical pursue. I have a simple question, "is there any hospital which doesn't keep duplicate or original documents for their reference." I am disappointed by their treatment, behavior, and reply and not satisfied with their reply so writing this letter to you for kind action. I am going to take legal action in case the justification to my case is not provided. My case was published in all the newspaper of Mumbai and vizag. I have a great urge either pass the orders to equally treat all the patients related to their creed and ranks. I have number of cases who are ready to come forward to share their cases where they all were ill treated. **I need compensation to this huge loss and mental pain me and my family have gone through.** I need compensation because i never ever want to come in defence hospital and want my future delivery be performed in a good hospital where we are treated as a patient and human being not in the defence hospital where we are treated as inhuman and discriminated at all time. Kindly take appropriate and prompt action, waiting for the reply.

Thanking you.

Sincerely,

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