

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2024/016

Mr. Suprakash Mondal Complainant

vs

Asha Laboratory, B P Poddar Hospital and Desun
Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	20/02/2024	<p>This complaint would relate to unusual complication due to faulty collection of blood sample by the phlebotomist for pathological test.</p> <p>The patient unfortunately had to move from one hospital to the other to get appropriate treatment. Three government hospitals refused admission in absence of vacancy.</p> <p>Desun Hospital admitted the patient at about 1 pm on the second day when the complication became worsen. The patient had vascular surgery. Now, we are told, the patient is recovering.</p> <p>A sum of Rs. 2.17 lakhs has been billed by Desun</p>



Hospital after giving medicine and consumable discount.

In course of hearing, Mr. Saikat Banerjee, representing Desun Hospital, in his usual fairness, would offer Rs. 12,000/- as discount.

Mr. Tuhin Dutta, Managing Head of Asha Laboratory would also offer Rs. 60,000/- as initial support to the patient.

The complainant is directed to share the bank details of the concerned patient so that money could be transferred to her account by both the CEs.

We request the Director of Health Services, State of West Bengal to cause a thorough enquiry in the matter including verification of the credential of the concerned person who collected the blood sample and take appropriate steps as against the Laboratory in case any irregularity is found out.

The Director of Health Services is also requested to send a report of compliance to us with a copy endorsed



to the complainant.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhn Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
WJ

Secretary
West Bengal Clinical Establishment
Regulatory Commission