

Case Reference: INT/PUR/2024/014

Mr. Bachchu Sarkar Complainant

vs

Suswastha Pathology.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/02/2024	<p>The complaint would relate to pathological report in case of two patients being the mother and the son.</p> <p>The complainant took his wife for medical check-up when the concerned doctor advised for some pathological tests and that would include Lipid Profile. Accordingly, the sample was drawn and on the basis of the report of concerned physician, who sits in the same premises, prescribed medicines. After taking those medicines the condition of the patient became critical. Hence, the complainant approached the concerned CE when he was misbehaved and he was not allowed to meet the concerned physician.</p> <p>He went to another doctor who advised repeat test. Repeat test was done at another centre that had a</p>



complete different result and on the basis of second report the patient was treated and she is now well.

Our medical members have examined the papers. We do not find any scope to interfere in the case of the mother.

The second complaint would relate to the son of the complainant aged about 29 years whose triglycerides came at 850 which is unusually abnormal as observed by our esteemed Medical Members Dr. Sukumar Mukherjee and Dr. Maitrayee Banerjee.

We can not interact with the concerned pathologist as nobody is present on behalf of the CE except the Manager who is a non medical person.

We do not know whether proper protocol in respect of the pathological test prescribed for the patient was followed or not. We also do not know which method was adopted by the pathologist that yielded such unusual abnormal result in case of triglycerides.

The second complaint thus sounds logic.

We direct the CE to refund the amount that the



complainant paid for the pathological tests of his son. We also penalise the laboratory for Rs. 10,000/- to be paid to the complainant.

We direct the CMOH, Purulia to make a thorough investigation about functioning of the laboratory and submit a report to the Commission at the earliest.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Handwritten mark]