

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/SLG/2024/128

Ms. Kalpana Sarkar **Complainant**

vs

Medica North Bengal Clinic, Siliguri.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/09/2024	<p>The complaint would relate to faulty USG report.</p> <p>The patient was undergoing treatment at the CE. She was discharged on September 19, 2023. At the time of discharge, the complainant was handed over all the investigations reports and other medical records pertaining to the treatment that would include the USG report showing status of the gallbladder that got operated a decade before. When pointed out, they admitted their mistake and issued a corrected report showing absence of the gallbladder. Hence, the complaint.</p> <p>We have heard Mr. Dipanjan Saha, as well as Dr.</p>

Sh

Sh

Biplab Bhatta Rai on behalf of the CE.

We have also considered the response submitted by the CE admitting their mistake.

They would contend, it was a typographical mistake.

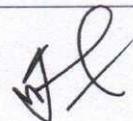
We are not sure, whether it was a typographical mistake or not as our expert would clarify, every report, before it is handed over to the patient, is verified with the note of the Radiologist as well as the film so that such mistake does not occur.

In this case it was not done. It is a grave negligence on the part of the CE.

We impose a penalty of Rs. 25,000/- that the CE would pay to the patient on bank transfer.

We direct the complainant to share the bank details of the patient so that money could be transferred at once.

The complaint is disposed of accordingly.



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 Establishme..
Regulatory Commission