

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

**Case Reference: INT/KOL/2024/137**

Mr. Ritam Halder ..... **Complainant**

**vs**

Theism Diagnostics.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	27/11/2024	<p>The complaint would relate to a wrong diagnostic report in a case of NS1 antigen that was reported as “non reactive” although the result was 39.40.</p> <p>According to the CE, it was a typographical error and as soon as it was pointed out the same was corrected. They wanted to have a re-test done free of cost that the complainant did not agree as he was not impressed by the conduct of the CE.</p> <p>We feel, it is fit and proper where the test cost of Rs. 1,200/- should be refunded to the complainant on sharing of his bank details.</p> <p>The complainant would, however, demand</p>



additional cost for platelet count that he would have to do at a different establishment. We do not find any justification for such claim. Such prayer is rejected.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission