

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:INT/NPG/2024/138

Ms. Shraboni Chatterjee..... Complainant

VS

Medicare Diagnostic Centre, Kanchrapara.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/11/2024	<p>The complaint would relate to a wrong USG Report for which the patient had to suffer.</p> <p>The patient was advised USG for a suspected pregnancy. However, the report came otherwise. Subsequently, it was found that the patient was carrying foetus without any cardiac activity, for about 9 weeks.</p> <p>Our esteemed medical member Dr Runa Bal present online, is of the opinion, since the second report is correct and on that basis the patient got aborted, the first report mustbe held to be wrong. Had it been correctly found out in the first report the patient would not have towait for more than one month unnecessarily.</p>

We direct refund of the first test cost being Rs. 900/-.

We also direct a token compensation of Rs. 10,000/- to be paid to the patient along with the said sum of Rs. 900/-.

We direct the complainant to share her bank details so that money could be paid to her account at once.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Ananth'catal

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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