

Case Reference: INT/KOL/2024/141

Mr.Santos Das Complainant

VS

Suraksha Clinic & Diagnostics.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	12/12/2024	The complainant's minor daughter was running at a high temperature. She was advised various tests including "influenza panel". The pathological laboratory took the sample on September 11, 2024 and assured, all reports would be given within 24 hours except the routine urine examination that might take 72 hours. The complainant got the reports in time except the influenza panel that was the need of the hour to decide the next course of action in the matter of treatment. He tried to contact the CE for early report. However, despite repeated requests, the

report was not given. Ultimately, he lodged a complaint on the next day at 10.20 pm that would be about 29 hours of giving the sample. After receipt of such mail the CE uploaded the report at 10.25 pm.

Fortunately the report came as negative. However, we are not at all impressed by the reply given by the CE.

The CE would admit, the report should have come on the expiry of 24 hours. Even if reasonable time is given after 24 hours, the complainant should have been given the report much earlier so that he could consult the physician in the evening. He was deprived of such benefit.

We depreciate the attitude of the CE. We would hope and expect, in future they must be cautious enough to adhere to the schedule of time.

Coming back to the instant complaint, we

direct the CE to refund the amount received by them for this particular test. We are told, it was Rs. 4,000/-.

We direct the CE to refund Rs. 4,000/- to the complainant on sharing of his bank details and send a letter of regret for such inordinate delay in giving the report.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – 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