

5  
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: WBCERC/MUR/162/2024-25**

Mr. Emam Hossain ..... **Complainant**

**VS**

Dhuliyar Diagnostic & Healthcare Pvt. Ltd.....**Respondent/ Respondents**

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	12/12/2024	<p>Despite repeated call, the complainant is absent.</p> <p>The complaint would relate to delay in furnishing the x-ray report that was not ready on October 17, 2024. As a result, the complainant could not take appropriate advice from the concerned doctor.</p> <p>The diagnostic centre has replied to the response. According to the CE, the patient came on October 17, 2024 for diagnostic investigation for which he was billed at 8:42 am. The report was generated on October 18, 2024 and despatched to the Report Delivery Counter at 11 am on the said date.</p> <p>The complainant has also alleged, because of non-availability of the report he could not consult the doctor.</p>



The CE has relied on the memo of medicine purchase on the advice of the doctor, of the said date.

The response of the CE is satisfactory.

We do not find any scope to interfere.

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