

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:WBCERC/KOL/272/2024-25

Mr. SusantaBag Complainant

vs

CMRI & Apollo Clinic,Thakurpukur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/03/2025	<p>The complainant got his gallbladder operated at CMRI in 2018. Subsequently, he was advised for USG of the abdomen. According to the complainant, the Sonologist asked him whether any surgery was done and he accordingly informed the Sonologist that Gallbladder got operated in 2018. Even then, the report dated November 3, 2024 clearly observed existence of the Gallbladder. The relevant portion is quoted below:</p> <p><i>“Gallbladder is well distended. Walls are of normal thickness. No calculus or SOL seen within its lumen. No Pericholecystic collection is seen”.</i></p> <p>Hence, this complaint.</p>



The Clinic has given a response where they admitted that it was a “human error/typographical error”, mistakenly mentioned on the USG report.

The fault is apparent on the face of the records and has already been admitted by the CE.

We impose penalty of Rs. 10,000/- to be paid to the complainant on sharing of his bank details.

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/-

SmtMadhabi Das – Member

Authenticated


