

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NPG/2025/012

Mr.Chiranjit Roy..... Complainant

vs

Suraksha Clinic Diagnostic, Barasat.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	28/04/2025	<p>The complaint would relate to complication that arose after phlebotomist had drawn blood sample for pathological examination as prescribed by the doctor.</p> <p>The complainant, the husband of the patient, approached the centre and apprised them of the situation when they simply advised application of thrombophob gel and gave a complimentary tube to them. They assured to get back after having appropriate instruction from the management that was not done. Hence, the</p>



complaint that we received on March 20, 2025.

Suraksha gave response vide letter dated April 10, 2025. Despite specific instruction to the CE to share a copy of the response with complainant, Suraksha failed and neglected to furnish any copy to the complainant keeping him in dark about their stand.

The Centre management represented by Ms. Nupur Chandra, is not in a position to answer the issue.

The Compliance Manager, also present on line, would submit, they did not have the mail Id hence, it was not communicated.

We fail to appreciate. The complaint was sent to us by mail of the complainant that was forwarded to Suraksha on April 3, 2025 that



would also bear the complainant's E-mail Id.

We deprecate this lackadiastic approach of the CE.

Our esteemed member, Dr. Maitrayee Banerjee, has interaction with the executive of the Suraksha. They could not give any plausible answer to her query.

We have considered the issue. The subject complication is a known complication and can happen even after due diligence taken by the technician while drawing the sample. However, the Suraksha totally failed to address the complainant contemporaneously or otherwise.

We direct Suraksha to pay a token compensation of Rs. 5,000/- to the patient on sharing of her 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/-

Smt Madhabi Das – Member

Ankur D. Das
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]