

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference:INT/KOL/2025/018**

Ms. Lovina Gomes ..... Complainant

vs

Suraksha Diagnostic, Kasba.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	11/06/2025	<p>The complaint would relate to patient harassment at the OPD Clinic run by Suraksha.</p> <p>The complainant went for OPD consultation for her mother when the concerned Doctor advised MRI along with other medications. When the patient came out of the Doctor's chamber the OPD manager Ms Mou Dey insisted that the tests should be done at Suraksha. The concerned executive also reduced the amount from 12,500/- to Rs.6,500/-. The complainant did not agree to book the investigations as she did not have ready cash with her. The concerned executive started pestering her even on phone. Ultimately, the complainant could get the said tests done also at Suraksha, Jadavpur Centre at a</p>

reduced rate of Rs. 5,500 /-. Upon coming to know of the said fact the concerned OPD Manager insisted payment of Rs. 6,500/- and got the report withheld at Jadavpur when another executive Ms. Soma Halder intervened and the issue could be resolved.

We have heard the complainant as well as Ms. Mou Dey, the concerned OPD Manager.

In course of hearing, Ms Dey has expressed regret for the incident and volunteers to give a letter of apology to be sent to the complainant positively in course of tomorrow.

On the above assurance, we dispose of the complaint with the hope and trust, such unpleasant incident would not recur.

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/-

Dr Indrajit Saha (DME) – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission