

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/NOR/74/2025-26**

Mr. Indrajit Dass ..... Complainant

vs

Manipal Hospital, Salt Lake.....Respondent/ Respondents

**ORDER SHEET**

| Office Note | Order No. | Date       | Order   |
|-------------|-----------|------------|---|
|             | 1.        | 26/06/2025 | <p>The complaint would relate to wrong USG Report. The patient had already gallbladder removal as per back in 2019.</p> <p>Ultrasound report dated December 4, 2024 would however, observe, “ <i>Gall bladder is normally distended. Walls are smooth and regular. Lumen is clear. No calculus is seen. Pericholecystic region appears normal</i>”.</p> <p>The clinicians raised doubt and a repeat USG was advised. Repeat USG at the same hospital done on December 17, 2024, recorded the factum of removal of gallbladder as stated above. Hence the complaint.</p> |

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We received the complaint on May 23, 2025. We mailed it to the CE for response on June 4, 2025. The CE, for the first time, through their response dated June 18, 2025, admitted their mistake. According to them, the observation of the Sonologist was not properly reflected in the report. They termed it as "typographical error" that was overlooked while handing over the report to the patient.

We fail to appreciate as to how the report could be signed by the concerned Sonologist without having a proper verification from the image that was had during ultrasound examination. Moreover, when the hospital came to know about it on June 4, 2025 they did not think it proper to express regret to the patient and refund the cost of USG that was realised from the complainant for the subject USG dated December 4, 2024.

We direct the CE to refund Rs. 3,010/- being the cost of USG realised on dated December 4, 2024. We also direct the CE to pay compensation of Rs. 10,000/- to the complainant for harrasment.

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The complainant is directed to share his bank details with the CE so that the said sum of Rs. 13,010/- be paid to him at once.

Before we part with, we express our strong displeasure the way CE has taken a lackadaisical approach while maintaining medical records.

We caution them so that there is no such recurrence.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

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