

Case Reference: INT/NPG/2025/022

Ms. Ayoshi Pal Ghosh Complainant

vs

Suraksha Clinic & Diagnostics, Kestopur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/07/2025	<p>The complaint would relate to a wrong report of CT scan.</p> <p>The complainant had caesarean C section. She gave birth to a male child on February 16, 2024. Soon after the surgery the complainant had pain abdomen and history of high fever. She consulted Dr. Sujit Sarkar who advised CT scan. The complainant would contend, while she was taken to CT scan room she was having high temperature. She repeatedly told that she had caesarean C section six months ago having high</p>

fever and pain abdomen from the day one. However, such history as informed to the concerned technician did not find place in the CT scan report. The impression that the report would make, is extracted below :-

“ Ring like mildly enhancing colonic out pouching as detailed- may represent colonic diverticulae.

Advise: MR Entrogram/ Colonoscopy for further evaluation”.

She went back to Dr. Sarkar who was not happy with the report and advised her to consult Dr. Manas Kumar Roy at RN Tagore hospital. Dr. Roy agreed with Dr. Sarkar that the report was not proper. Dr. Roy advised admission. Since the cost of the treatment at the said CE, was quite higher compared to her means she went to Dr. Hasan, for a second opinion who also opined that the report

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was suspicious. She ultimately, got admitted at Ramkrishna Mission Seva Pratisthan under Dr. K Mukherjee and surgery was done where the surgical mop with abscess could be found from her abdomen.

She is now cured. She already escalated the issue with the concerned nursing home as well as the gynaecologist. It appears that the issue has been amicably resolved between themselves.

She has now come up as against Suraksha Diagnostic centre where the subject CT scan was done.

The complaint was made on June 18, 2025. After verification and examination we registered the same and sent it to Suraksha for response vide mail dated June 25, 2025. No response came.

We fixed the matter for hearing for today



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and sent further mail. Today, just before the hearing, Suraksha has given their response. Conduct of Suraksha is not appreciated.

We impose a penalty on them for Rs. 5,000/- to be deposited with the Commission within a week from date.

Coming back to the present issue, our expert Dr. Sukharanjan Hawlader, HOD, Radiology, SSKM Hospital and Dr. M.L Saha our esteemed member have an interaction with Dr. Trishanu Saha representing CE. Both Dr. Hawlader as well as Dr. Saha are ad-idem on the issue, once the clinical history of the patient was made known to the diagnostic centre before finalising the report of the CT scan the concerned radiologist should have considered whether to review the report instead, they suggested further examinations that would be costly.

Dr. Trishanu Saha, would contend, the concerned surgeon who considered the report could have sent it for their review.

We are not at all impressed. It is the duty of the diagnostic centre to consider the clinical history of the patient to finalise the CT scan report. They did not do so.

We grant compensation of Rs. 25,000/- as well as refund the actual cost of CT scan that the complainant had paid.

The complainant is directed to share her bank details with the CE so that the money could be transferred to her bank account at an early date.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Aulka H. Saha

Secretary
West Bengal Clinical Establishment
Regulatory Commission