

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/MUR/2025/034**

Ms. Sabina Yasmin ..... Complainant

vs

Charak Square, Berhampore.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	06/08/2025	<p>The complaint relates to an unethical treatment in a diagnostic centre where the patient was subjected to harassment while waiting for USG examination.</p> <p>The complainant visited the diagnostic centre on May 6, 2025 for various investigations as prescribed by her physician. The blood sample was drawn and she was asked to wait for abdominal imaging through USG. She was asked to keep her bladder full to have clear image of lower abdomen. However, when she was desperately feeling the urge of nature's call she was not taken in for USG examination. She had a panic attack and became unconscious. Her husband asked for help that was not extended. Ultimately, the patient was shifted from there</p>

after becoming stable without doing the remaining tests.

The incident is really unfortunate.

The incident happened on May 6, 2025. Her husband complained to the IC, Behrampur, Murshidabad on the same day.

On July 1, 2025 Learned Advocate Mr. Samrat Das made a complaint to us that was received by our office on July 10, 2025.

We immediately forwarded the complaint to the CE. However, despite response being asked for, the CE failed and neglected to respond to the complaint till today morning.

The response was sent by mail yesterday at 8 p.m. when our office was closed. Today morning, we have received the mail.

Pertinent to note, hearing notice was sent to the CE on July 30, 2025. Repeated phone calls were made. Yet, the CE failed and neglected to the respond to the complaint within a reasonable period.

		<p>The conduct of the CE is deplorable.</p> <p>We impose penalty of Rs. 5,000/- on the CE for such lackadaisical approach.</p> <p>The CE is directed to deposit the said sum of Rs. 5,000/- with the Commission within a week from date.</p> <p>Coming back to the present complaint, we find, the husband of the complainant shared their ordeal that his wife suffered at the CE on May 6, 2025. He asked for refund of the USG cost that was refused by the CE.</p> <p>The Learned Advocate representing the complainant would submit, that this complaint should be taken as a sacrosanct and an investigation should be ordered. He also would ask for cctv footage to prove the incident.</p> <p>The Learned Advocate, representing the CE, would however dispute the contentions of the complainant. According to her, the CE was ready to perform the test as per standard protocol and the patient was accordingly advised to keep her bladder full. She would dispute any</p>
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unpleasant incident having occurred at that time."

As per the invoice, the total cost of the investigation was Rs. 6,600/- out of which the complainant deposited Rs. 4,000/- leaving a balance sum of Rs. 2,600/-. Four tests are yet to be done that would amount to Rs. 3,750/- hence the complainant is entitled to Rs. 1,150/-.

We direct the CE to refund the said sum of Rs. 1,150/-.

The complainant is directed to share her bank details so that money is transferred to her in course of the day.

The CE, in their response, denied the incident that we refused to believe particularly when the complainant imposing trust and confidence on the CE, visited the centre to have those tests done. She faced unfortunate harassment. Had the cctv footage been asked for within the reasonable period of 15 days we could have dealt with the CE appropriately. In absence of cctv footage or any other evidence from any independent witness we are not

in a position to blame the CE. Unfortunately, the complainant is unable to produce any such evidence before us. We give the CE benefit of doubt.

The Proprietor of the diagnostic centre is directed to give a letter of unqualified apology for the ordeal that the patient suffered, by physically handing over the said letter of apology to the patient at her residence.

Such compliance may be reported to the Commission within a week from date.

The Learned Advocate appearing for the complainant would also submit that reports of the tests which have already been done at the CE have not been given to the complainant.

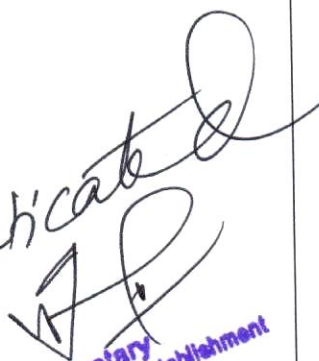
The CE is also directed to handover all those records along with the letter of unqualified apology as directed above.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson



			<p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticate</i></p> <p></p> <p><b>Secretary</b> <b>West Bengal Clinical Establishment</b> <b>Regulatory Commission</b></p>
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