

Office of the West Bengal Clinical Establishment Regulatory Commission^{an}

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Case Reference: WBCERC/SPG/181/2025-26

Sneha Karmakar..... Complainant

vs

Atlas Health Point, Sonarpur.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 1. | 13/10/2025 | <p>The complaint would relate to hospital negligence pertaining to alleged difference in the Pathological report.</p> <p>Seven months old baby, having history of fever, was advised admission on the basis of a report, “NS 1 positive.” The complainant was not happy with the report and wanted to have retest done at different laboratory. Two more laboratory reports differed from the original report of the CE. Hence, this complaint.</p> <p>Pertinent to note, repeat tests were done on different dates.</p> <p>Our esteemed medical member Dr. Maitrayee Banerjee has interaction with the concerned</p> |

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| | | <p>pathologist. She is satisfied with the explanation given by the CE as also the pathologist supporting their report.</p> <p>We have considered the issue. Fact remains, the patient was not admitted. She did not suffer any prejudice for the alleged mistake in the laboratory report. The other two laboratory were not made parties. We are deprived of verifying their report.</p> <p>The complainant would contend, they did not have any doubt about the two reports hence, no complaint.</p> <p>We do not find any scope to interfere.</p> <p>The complainant would contend, when the blood sample was drawn the patient had tremendous harassment. The hospital charged for Complete Haemogram for Rs. 460/- and on the same day, separately charged for Haemoglobin, Platelet Count and PCV. It is totally unethical.</p> <p>The patient was on diaper. Moly sheet was separately charged for Rs. 300/-.</p> |
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We direct the CE to refund of Rs. 815/- that was charged in excess, to the complainant on sharing of her bank details.

Before we part with, we feel, it is high time when every CE should keep constant touch with the concerned CMOH and/or the Director, Health Services, as the case may be, and follow the guidelines / protocol issued from time to time by the Health Department of the State.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
WJL
Secretary
West Bengal Clinical Establishment
Regulatory Commission