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Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: INT/KOL/2025/052**

Mr.B Das ..... Complainant

vs

Apollo Diagnostics, Santoshpur.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	10/11/2025	<p>Despite notice the complainant is absent. We have tried to contact him over phone however, he has not responded to the phone calls. Hence, we are constrained to take it up in his absence.</p> <p>The complainant would be of two folds:-</p> <p>(i) The blood sample was collected at about 9 am whereas it reached the laboratory at 4.30 pm. (fasting blood).</p> <p>(ii) NABL logo was conspicuously absent in his PP report.</p>



The CE would contend, they maintain cold chain. They take appropriate protection of sample and there could be no infirmity in the report even if it is put to machine at about 4.30 pm.

We have considered the issue. Our esteemed medical members are of the opinion when it is local centre and the CE would contend, from collection location it would be 2-3 minutes walking from the centre there is no reason why the sample was delayed so much for testing.

We deprecate this practice. We caution the CE, in case there is any recurrence we would heavily penalise them.

On the second issue, the CE would contend, two test were done in different machines. First one is having NABL logo however, the PP sugar was done in another machine which is not having

SK

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NABL logo.

We are satisfied.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

*Authentic*  
*[Signature]*  
**Secretary**  
**West Bengal Clinical Establishment**  
**Regulatory Commission**

*[Signature]*