

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/MAL/2025/056

Mrs. Urmila Saha Complainant

vs

Suraksha Clinic & Diagnostics, Salt lake.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/11/2025	<p>The complainant got blood sample tested in the laboratory (CE) for vitamin D. The result came at 333 which according the clinician, was highly abnormal. While examining the patient the clinician advised the complainant to get it retested in another laboratory where the report came at 121.95. Hence, this complaint.</p> <p>The CE would contend, once they were informed about the complaint they run the same sample and got the same result.</p> <p>Every report, be it pathology or be it radiology, is always subject to the clinician's correlation being done with the physical status of the patient. Here, the clinician doubted the report and asked for retest in some other</p>



laboratory and he was satisfied with the second result.

We direct refund of the fee that the CE has taken from the complainant as well as the cost of the retest done at a different laboratory on production of the original cash memos issued by both the laboratories.

The complainant is directed to share the original cash memos and his bank details so that money could be refunded to him at once.

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/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission