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Office of the West Bengal Clinical Establishment Regulatory Commission  
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**Case Reference: INT/HOW/2025/070**

Ms. Mahek Agarwal ..... Complainant

vs

Lakhotia Diagnostic Centre, Liluah.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	01/12/2025	<p>Despite repeated calls made by us, the complainant is absent at the hearing. We are constrained to take it up in her absence.</p> <p>The complaint would relate to inappropriate behaviour of the technician while doing Echo-cardiography of a female patient.</p> <p>We have gone through the complaint as well as the reply given by the CE. The entire process was done by a lady technician. For doing the procedure the patient had to be disrobed on the upper portion of the body. Appropriate caution was taken by the technician to honour her personal liberty as we find from the response.</p>

We feel, the CE should appropriately counsel particularly lady patients visiting the diagnostic centre about the procedure to be adopted for the tests. Had it been done so we would not have faced this complaint.

We hope and expect, they would be cautious in future.

The complaint is disposed of with a direction to the CE to send a letter of regret to the complainant at the earliest.

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