

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2025/077

Mr. Amir Parwez ..... Complainant

vs

ONE Diagnostic Centre.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	05/01/2026	<p>The complaint would relate to questioning of NS1 report.</p> <p>The CE is present online. In response, they have admitted their mistake. According to them, it was a system error.</p> <p>Mr. Hashik Pariliya, Director of ONE Diagnostic present online, has expressed regret for the mistake.</p> <p>We direct the CE to refund the cost of NS1 test that they have realised from the complainant.</p> <p>We also direct reimbursement of the cost of the NS 1 test done in another laboratory for verification, on</p>



production of the bill.

We also penalise the CE by directing them to pay further a sum of Rs. 5,000/- as penalty with the caution that we would be heavily penalising them if there is any recurrence.

The complainant is directed to share his bank details with the CE so that money could be refunded to them.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member