

Office of the West Bengal Clinical Establishment Regulatory Commission  
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Case Reference: INT/NPG/2025/078

Mr. Sailendra Nath Biswas ..... Complainant

vs

lifeline Medicity, Kalyani.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	14/01/2026	<p>The complaint would relate to wrong haemoglobin report given by the pathological laboratory, the CE above named.</p> <p>The complainant gave his sample for testing haemoglobin that came as 8.4. Being doubtful about the report, the patient himself went to the laboratory and asked for repeat test that resulted 14.4 within 48 hours interval. Hence, this complaint.</p> <p>The laboratory, in their response, has termed it as “<i>mistake</i>”. At the hearing the partner</p>

of the laboratory would explain the situation. According to him, it was a clerical mistake because two patients wanted to have haemoglobin test on the same day and sample numbers got mixed up. As a result, the complainant got a wrong report of 8.4 whereas the other patient was found to be having 14.4 who was actually suffering from the disease.

This incident is very disastrous.

We direct the CE to refund both the test costs realised from the patient. They would also pay Rs. 10,000/- as penalty.

Both the amounts be paid to the complainant on sharing of his bank details at the earliest.

Our esteemed medical member Dr. Maitrayee Banerjee is desirous to have the



laboratory inspected on a surprise inspection.

We appreciate such gesture shown by Dr. Banerjee. We await her report.

Upon receipt of such report we would take it in the administrative side for taking it to a logical conclusion.

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

*Authentic*  
*WJ*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission