

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/NPG/2026/001

Sneha Halder Das..... Complainant

vs

S&S Diagnostic, Belgachia Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	18/02/2026	<p>The complaint would relate to questioning of a USG report.</p> <p>We heard this complaint on January 30, 2026. Upon hearing, we found justification in the complaint. It was a case of “appendix being ruptured” that was not appropriately mentioned in the USG report. Ultimately, the patient was taken to another establishment where a repeat USG duly pointed out the ailment and the surgery was done accordingly.</p> <p>We also found that the impugned sonography was done by the doctor having qualification in MD, Medicine with experience of Radiological investigation on the basis</p>





of CEBT course.

Our esteemed medical member Dr. M.L. Saha as well as our expert Dr. Sukharanjan Howlader and another esteemed member Dr. Maitrayee Banerjee are unanimous of the opinion, it was a gross mistake on the part of the concerned doctor and the diagnostic centre should be held responsible for the same.

We impose a penalty of Rs. 25,000/- considering the fact, fortunately the patient did not suffer for the wrong report.

The complainant was not satisfied with the order. According to her, because of technical glitch she could not appropriately submit on that day hence, she has prayed for a further hearing through her lawyer.

Today, the complainant is present. So is her lawyer. They are also not happy with the quantum of compensation that we directed to be paid on the last occasion. They would pray for complete closure of diagnostic centre.



We considered the issue on the last occasion. We directed payment of compensation what we felt appropriate.

The complainant would be free to escalate the issue elsewhere. We do not find any scope to close down the diagnostic centre that would cater the need of the people of the area doing, not only USG but also other radiological and pathological procedure.

Application for review stands rejected.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Signature]