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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/KOL/2026/011

Ms. Tamoghna Roy..... Complainant

vs

Suraksha Clinic Diagnostic.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/05/2026	<p>74 year old patient had undergone open heart surgery followed by repeated admissions.</p> <p>On March 19, 2026 the CRP level was reported as 0.5 whereas on March 23, 2026 the report came as 7.5.</p> <p>The complainant has questioned the authenticity of the first report given by the CE.</p> <p>Our esteemed member Dr. Maitrayee Banerjee has interaction with Dr. Neepa Chowdhury, the biochemist of the CE.</p>



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We come to know from the patient who is present online, the sample was drawn on March 22, 2026 and the report was scheduled on that day however it did not reach the complainant on time. Hence, for abundant caution, they gave sample on the same day to another laboratory that resulted 7.

From the facts narrated above, we feel, there had been, either a system error or random error in the first report. Considering the backdrop of the ailments that the patient was having, the CE should have retested the sample or should have gone for drawing of fresh sample to retest it. They have not done so.

We impose a penalty of Rs. 10,000/- to be paid to the complainant on sharing of his bank



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details.

We also direct refund of the cost of CRP paid to the CE.

The complainant is directed to share his bank details with the CE so that money could be paid at once.

The complaint is disposed of accordingly.

Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-
Dr. Maitrayee Banerjee – Member

Sd/-
Smt Madhabi Das – Member

Authenticated
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission