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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/NPG/2026/016

Mr. Abhishek Das Complainant

vs

R.B.Diagnosticcentre.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	10/06/2026	The complaint would relate to hospital negligence. The complainant approached the diagnostic centre for Penile Doppler test. The service was booked on April 15, 2026 and the patient was asked to report on the appointed date. When the patient reported he was asked to deposit Rs. 2,000/- for the test and wait for the concerned Radiologist.


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		After waiting for one and half hour telephonic call came from the doctor that this particular test would not be done at that centre. The centre referred him to their Salt Lake branch. When the complainant approached the salt lake branch they asked Rs. 6,000/- for the test. Hence, this complaint.
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By a letter dated June 1, 2026 CMOH, 24 Pgs (N) issued a caution letter to the centre observing that establishment could not have given appointment for a Penile Doppler test as they did not have "Requisite Facility" at their centre. The caution letter further proceeds to say, such lapses are



		inconsistent with the standard of transparency and accountability and patient care expected under the West Bengal Clinical Establishments (Registration, Regulation and Transparency) Act, 2017. We have heard the parties at length as well as the learned advocate representing the CE. CE would contend, they did Penile Doppler test in the past. However, we go by the caution letter issued by the CMOH, 24 Pgs (N). In absence of appropriate facility they could not have booked for the test and patient was unnecessarily harassed. The patient has already got the test done
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at another establishment at Rs. 2,500/.

The complainant has asked for compensation of Rs. 1,00,000/-.

We do not find the same justifiable.

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

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

The CE is also directed to send an unqualified letter of apology to the patient for his harassment as narrated above.

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 <i>Authenticated</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission
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