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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/HOW/2026/008

Ms. Sulekha Maity Complainant

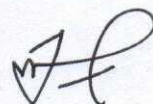
vs

Genix Diagnostic Centre, Bagnan.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	24/06/2026	The complaint would relate to questioning the X-ray report. The complaint would reveal, the patient had hairline fracture on the lower part of the limb. However, the concerned radiologist overlooked the same and reported accordingly. The patient had immense pain at the place of injury. The patient visited Govt. establishment where the concerned orthopaedic surgeon advised for a

		cast and treated the patient accordingly. Hence this complaint. The complainant would contend, when the Govt. hospital diagnosed that there had been a hairline fracture the complainant went back to the diagnostic centre and confronted the report. However, the diagnostic centre, without reviewing the report or offering for the retest, did not pay any heed to the complaint. Our expert, Dr. Mallick is of the opinion, the concerned radiologist might have overlooked the hairline fracture. however, the orthopaedic surgeon, after examining the injury, rightly advised for cast and patient was cured accordingly.
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		In our view, the diagnostic centre should have been more sensitive in attending the complaint. They could offer for review of the X-ray plate by the concerned radiologist or a fresh X-ray or offering refund of the amount that they had taken for the X-ray.
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We direct the CE to refund the X-ray cost that they realised from the complainant.

The CE is also directed to pay Rs. 5,000/- as a token compensation for the harassment that the patient had.

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

			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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