

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/KOL/2026/021

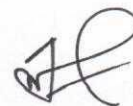
Ms. Jisha Chakraborty **Complainant**

vs

Sparsh Diagnostic Centre, Bansdroni.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/06/2026	The complainant was advised by her clinician for several pathological tests that would include TSH and Lipid profile. The Laboratory billed Rs. 6,581/- for the entire series of tests. The complainant received the report and consulted her clinician when she was advised thyroid medicine i.e; Thyronorm 75 mcg. However, the clinician was in doubt as to the TSH result and advised repeat test for the same before



		medicine being administered. First report was done on the basis of the sample taken on April 28, 2026. She got the repeat test done on May 1, 2026 at a different laboratory. First report was 9.74 whereas the second report was 3.18. She made a complaint on May 2, 2026 at 1.43 pm. However, the laboratory replied that they got the same sample retested on May 2, 2026 at 12 noon and got the result as 9.35. They sent the sample to their referral laboratory and the referral laboratory gave the result as 6.63. Hence, this complaint. The complainant would raise issue that has been examined by our esteemed medical
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		member Dr. M. L Saha and esteem member Dr. Maitrayee Banerjee. According to Dr. Banerjee, their might be diverse reasons for different TSH report that would include long interval between the sample taken and the test done, the sample not being taken following the appropriate protocol and for any other like reasons. She would also doubt, whether the calibration was properly done for the machine that was responsible for giving the result.
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In course of hearing, the concerned pathologist tried to meet each and every query made by Dr. M.L Saha and Dr. Banerjee. However, he is not in a position



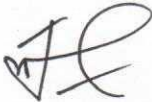
to answer as to how retest could be done before a complaint had been received by the laboratory.

The complainant has asked for refund of the entire cost of all tests being Rs. 6,581/-. She has also asked for regular inspection of the entire system being run at the laboratory.

Our esteemed member Dr. Maitrayee Banerjee, has offered inspection of the laboratory upon prior intimation to the laboratory.

We direct refund of the TSH and lipid profile costs to the complainant.

We also impose penalty of Rs. 5,000/-



to be paid to the complainant.

The refund of the tests costs and compensation be transferred to her account on sharing of her bank details with the laboratory.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission