THE WEST BENGAL CLINICAL ESTABLISHMENT REGULATORY COMMISSION.

Present: Justice Ashim Kumar Roy, Chairperson.

Dr. Sukumar Mukherjee, Member.

Dr. Madhusudan Banerjee, Member.

COMPLAINT ID: KOL/2018/000308.

Mr. Parth Sarathi Majumdar.....Complainant.

-versus-

Health Plus.....Respondents.

Date of judgment: 26th June, 2018.

J U D G M E N T.

The complainant with two fold allegations filed his letter of complaint before the Commission. The allegations are as follows,

a) The Xerox copy of blood reports given to him by Health Plus was unsigned. The said report does not contain the signature of the pathologist.
b) The Health Plus while charged Rs.700/- for examination of blood for T3, T4, TSH from him but for same test, they charged Rs.450/- on account of his wife.

It is alleged at once the complainant brought to the notice of the concerned staff of the health clinic about such discrepancies but they without paying any heed to his grievance, misbehaved with him and also threatened him to implicate in false case.

2. Upon receipt of the aforesaid complaint, the notice was issued to the Clinical Establishment and in response to the notice, the Clinical Establishment appeared on the date fixed for hearing.

3. During the course of hearing, the complainant, who appeared in person and reiterated his case, made out in his written complaint.

It is pointed out that on January 5, 2018, the complainant had his blood tested for Triglycerides, Fasting Blood Glucose, Haemoglobin, Total Cholesterol and T3, T4, TSH at Health Plus, Garia. It is claimed that for test of T3, T4, TSH (Thyroid Panel) he was charged Rs.700/-. Whereas on January 7, 2018, for the same test T3, T4, TSH (Thyroid Panel) his wife Kabita Majumder was charged Rs.450/- by the same pathological laboratory Health Plus, Garia. Then it is further submitted that the Haemoglobin test report of the complainant by the Health Plus was unsigned and did not contain the signature of the pathologist.

On the other hand, it was contended on behalf of the Clinical Establishment that the story of the complainant that the report of Haemoglobin was unsigned is false. They produced the Xerox copy of the report containing signature of the concerned pathologist Dr N R Chowdhury (the report is taken on record). It is submitted that no photostat unsigned report, which was produced before the Commission, was issued by the Health Plus. Then it was submitted that the complainant got his blood tested through a collection centre KOL- 70, whereas his wife got her blood tested directly from Central Pathology Lab of Health Plus and that was the reason for variance in charge.

4. Heard the parties at length. Considered their respective submissions as also the materials on record.

5. We find on comparing the bill of blood test of the complainant and that of his wife that in the bill of the complainant the client was described at KOL-70 with the patient address and contact number left blank whereas in the bill of his wife, she was described as the client incorporating her name with her address and contact number. We, therefore, find that the contention of the Clinical Establishment is very much tenable and acceptable. The claim that

the complainant was charged extra for same blood test, is also not tenable in the backdrop of the case. Now, coming to the other issue, we find that the said blood report is a computer generated one and therefore, signature is not necessary. The basic grievance of the complainant is that an unsigned Photostat blood test report was given to him by the concerned pathological laboratory but no explanation is forthcoming as to why such unsigned report he accepted. It be noted that no original copy of the test report was produced before us by the complainant. However, the Photostat copy of the blood test report produced by the Clinical Establishment contains the signature of the Consultant Pathologist, Dr. N.R. Chowdhury.

6. In the above backdrop, this case has no merit and the same stands dismissed.

Sd/-

Justice Ashim Kumar Roy
Chairperson.

Sd/-

Dr. Sukumar Mukherjee, Member.

Sd/-

Dr. Madhusudan Banerjee, Member.

Authenticated
29/6/2018