

**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: Case No ID- NPG /2018/000321

Mr. Indrajit Das.....Complainant

vs

Diagnostic X-ray and Investigation Centre.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	01	25-07-2018	<p>The Complainant, Mr. Injdrojit Das is present. The Clinical Establishment, Diagnostic X-Ray and Investigation Centre is represented by its Learned Counsels Ms. Mandobi Chowdhuri and Ms Ranjana Shil.</p> <p>It is the case of the complainant that on 17th February, 2018, his son, while playing cricket suffered fracture on the thumb of his left hand. Following the said incident, the complaint took his son to Diagnostic X-Ray and Investigation Centre, Naihati for X-ray and X –ray was done. Since the complainant was very much anxious with the suspected fracture of the thumb of his son, he requested Diagnostic X-Ray and Investigation Centre, Naihati for handing over X-ray plate urgently to consult an orthopedic surgeon for his valuable advice. When the plate was handed over to him without the report. Later the complainant went to Diagnostic X-Ray and Investigation Centre, Naihati for collection of the X-ray report. When the diagnostic centre insisted for the X-ray plate and refused to give any report without the same. It is also alleged that the employees of the Diagnostic centre misbehaved with him.</p> <p>On our query, it is submitted by the complainant that he took the X-ray plate to an orthopaedic surgeon and his son was medically treated as per his advice and has now been fully recovered and no report is now necessary and prays that the Diagnostic Centre be cautioned.</p> <p>On the other hand from the Clinical Establishment it is submitted that it is next to impossible to give any report without studying the X-ray plate and in this case the complainant not having produced the X-ray plate, they were unable to give any report and for that the Clinical Establishment cannot be held liable for deficiency in service.</p> <p>Heard the parties at length.</p>

Having regards to the admitted position in the case at hand we do not find there is any deficiency in service on the part of the diagnostic centre. We appreciate that without X-ray plate giving any report is not at all possible. So far as the allegation of misbehaviour is concerned, except the allegation no further materials have been brought to our notice. However, it is expected that the Clinical Establishment should ensure that their employees must behave with the parties properly and courteously.

This case stands closed and disposed of with the above observation.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Authenticated



ARSHAD HASAN WAIR
WBCS (Ex)
Secretary
W. B. C. E. R. C.