

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/009

Mr. Rajendra Singh **Complainant**

vs

Apollo Clinic, Tollygunj..... **Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	24/01/2022	<p>The complaint would relate to a wrong RTPCR report given to the patient. The complainant would contend, for such wrong report he had to suffer immense harassment. He had to be admitted in the hospital and as such could not attend his work for which he was deprived of his salary for about one and half months.</p> <p>The diagnostic centre has given their reply. They would admit their mistake. According to them, on that particular date two persons by the name of Mr. Rajender Singh and Mr. Rajendra Singh had their RTPCR test done at the centre. The complainant Mr. Rajendar Singh was mistakenly given the report of Mr. Rajendra Singh however, such mistake was cured immediately on the</p>



next day. The CE would contend, the ICMR portal would have the correct report.

We have considered the rival contentions. The representative of the diagnostic centre is present online. She would admit her mistake. At the same time, she would contend, the subject test was done on December 27, 2021 and the complaint was made immediately thereafter. One and a half months absence would just be contrary to the evidence on record.

Since the harassment has been done to the complainant because of a wrong report given to him we would impose a taken penalty of Rs. 5,000/- in addition to refund of the RTPCR cost that the complainant paid.

The complainant is directed to share his bank details with the diagnostic centre so that money could be paid to him by online transfer.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Authenticated
JL

ARSHAD HASAN WARSI
Secretary
W. B. C. E. R. C.

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

