

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2022/022

Ms. Shampa Roychowdhury **Complainant**

vs

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

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	07/02/2022	<p>The complaint would relate to delay in providing the RTPCR report.</p> <p>The complainant gave her sample on January 3, 2022 and got the report through whatsapp on January 10, 2022.</p> <p>CE would explain the delay by contending, the report was available on the next day itself on the ICMR portal. The complainant was free to get her report though ICMR portal.</p> <p>We fail to appreciate the stand of the CE. Since the complainant was charged for the test it was the duty of the CE to provide her the report irrespective of any</p>

request made for the same. It was done on January 10, 2022 after the complainant complained about non receipt of the report.

The complainant would however, contend, repeated phone calls were made that the CE would deny. In absence of proper evidence we are unable to accept the contention of the complainant on that score. However, the delay is apparent from the record.

We direct the CE to refund Rs.950/- taken from the complainant for the purpose of test along with a letter of apology for the delay.

The complaint is disposed of.

Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-
Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-
Dr. Maitrayee Banerjee – Member

Sd/-
Smt Madhabi Das – Member