

Office of the West Bengal Clinical Establishment Regulatory Commission  
1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.  
Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/KOL/2022/032**

Mrs. Payel Gupta Banerjee ..... Complainant

vs

Salvation & Oncquest Lab..... Respondent/ Respondents

&

**Case Reference: INT/KOL/2022/033**

Mrs. Saheli Dey ..... Complainant

vs

Salvation & Oncquest Lab..... Respondent/ Respondents



### ORDER SHEET

Office Note	Order No.	Date	Order
	1.	23/02/2022	<p>We have heard the complainants. These two complaints would relate to report confusion in covid RTPCR test.</p> <p>In the case of Payel Gupta, the patient was tested negative at a government establishment through rapid test whereas the patient was determined positive at the CE through RTPCR test. When the complainant checked the ICMR portal she did not find such result. She made a complaint to social media. Then, the report was uploaded.</p> <p>In the case of Saheli Dey almost identical problem was there.</p> <p>Complainants are friends and would jointly complain against the pathological laboratory and pray for justice.</p> <p>It appears that the CE "Salvation" is registered in the</p>



		<p>State that would have a tie up with “Oncquest” that is based in Delhi. After we received the complaint we asked “Salvation” to give their response. They have given a response that is not convincing. They would put the blame on “Oncquest”.</p> <p>The complainant would contend, they are not aware of the fact that the Oncquest is based in Delhi. They gave sample to “Salvation” and got the report from “Salvation” although the report was printed on Oncquest letter head.</p> <p>We direct Salvation to send a letter of apology to both the complainants for the confusion that has arisen because of their fault. Such letter of apology must reach the complainant within a week from date.</p> <p>The complaint is disposed of.</p> <p>Sd/- The Hon’ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p>
--	--	---



			<p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Prof. (Dr.) Madhusudan Banerjee – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><b>Secretary</b> <b>West Bengal Clinical Establishment</b> <b>Regulatory Commission</b></p>
--	--	--	---