

Case Reference: INT/NPG/2022/119

Mr. Prasenjit Das Complainant

vs

Suraksha Diagnostic, Phoolbagan Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|---|
| | 1. | 01/06/2022 | <p>The complaint would relate to a serious issue. The complainant would contend, when he approached the CE for his blood examination the blood collector collected the blood through an used syringe.</p> <p>Soon after receipt of the complaint we asked the CE to show the CCTV footage. The CCTV footage was shown to the complainant. The complainant was satisfied however, he asked for a copy of the said CCTV footage that is yet to be sent by the CE.</p> <p>Ms. Ariita Ghosh, Learned advocate appearing for the CE would contend, it is not possible to preserve a CCTV footage for more than 30 days. Hence, they are not in a position to share the CCTV footage.</p> |

Res.

[Signature]

The complainant would contend, the hospital authority assured him that they would be sharing the CCTV footage. Despite repeated requests the CE is neither replying to the mail nor sending the CCTV footage.

We direct the CE to share the CCTV footage forthwith. In case it is not possible they would be liable to pay a sum of Rs.1,000/- as compensation.

The entire process must be completed within a fortnight from date.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member