

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/NPG/2022/141**

Mr. Nitesh Gupta ..... Complainant

vs

R B Diagnostic Centre..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	01/08/2022	<p>The complaint would relate to non supply of film of MRI done by the CE.</p> <p>The CE would contend, they are prepared to share a DVD with the complainant that would have a complete real picture of the MRI.</p> <p>From the complaint as well as the response it appears, initially the complainant complained that two of the films had not been furnished. Immediately, the CE agreed to share the DVD. However, they could not do so in absence of the proper address. It is a fact, the complainant did not cooperate with the CE by forwarding his correct address. Today also, he is reluctant to do so.</p>

The complainant would contend, on the basis of the incomplete report he already visited the concerned treating doctor while treating doctor expressed her dissatisfaction because of the incomplete report.

We wish to resolve the issue once for all by asking the diagnostic centre to give the DVD to him as and when he would visit the CE. We have also offered to arrange for a free consultation of the concerned doctor so that the DVD could be examined by the treating doctor.

The complainant is not agreeable to any of our suggestions. Hence, we are unable to interfere with the complaint.

The complainant would be at liberty to share his detailed address with the CE or collect the DVD personally from the CE on prior appointment. He is also free to contact our Office so that we could arrange for a free consultation of the concerned treating doctor for examination of the DVD.

The complaint is disposed of accordingly. \*

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) MakhanLalSaha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*WJr*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission