## Case Reference:INT/KOL/2022/225

Mr. Amiya Kumar Das ........... Complainant

vs

Disha Diagnostics..................Respondent/ Respondents

## ORDER SHEET

| Office Note | Order No. | Date | Order |
|---|---|---|---|
| | 1. | 13/01/2023 | This complaint would relate to a pathological report issued with digital signature of the concerned pathologist. |
| | | | Pathology Centre has given its response that would reveal a horrifying state of affairs. It appears that the laboratory has engaged agents to collect sample from outside and get it tested through laboratory against Commission. They do not have any control over those agents. They also do not oversee the collection procedure. Such fact is clearly admitted by the Concerned laboratory as would appear from paragraph 2 and 3 of the response. |
| | | | Mr. Jayanta Choudhury, the defecto owner of the |

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laboratory is present online. He would admit, this particular sample was received by their laboratory through third party.

He would also contend, he personally requested the complainant to approach the laboratory directly to have the test at a reduced cost (40%). The complainant would however deny such offer being made.

We direct the laboratory to get a fresh sample collected in course of the day through their laboratory assistant and get it tested and submit proper report duly signed by the concerned pathologist.

The entire process must be done free of cost.

We caution the centre, in future, if there is any recurrence we would recommend closure of this centre.

The complaint is disposed of accordingly.

Sd/-
The Hon'ble Chairperson

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

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|  |  |  | Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Sri S. K. Thade, IAS (Retd) – Member

Sd/-

Smt Madhabi Das – Member |

Authenticated

**Secretary**
West Bengal Clinical Establishment
Regulatory Commission

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