

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2023/032

Mr. Siddhartha Pal Complainant

vs

Quadra Medical Services Pvt. Ltd. and AMRI, Mukundapur..... Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/03/2023	<p>The complaint would relate to wrong pathological report.</p> <p>Facts would reveal, one year ten month old baby was suffering from fever and abnormal stool. She was advised to have certain investigations including CBC and CRP. The complainant, the father of the baby, approached Quadra for investigations. CBC count came at 7,000 that gave a trigger for which the complainant had to rush to the second CE, AMRI, Mukundapur, for admission.</p> <p>Her clinical condition was critical. Her Procalcitonin, CRP, INR were found to be high. She was admitted and treated accordingly. She was</p>

discharged on the third day of her admission on LAMA.

The complainant would contend, because of the defective report he had to rush to the second CE for admission. Had the report been proper there might not be any necessity for hospital admission.

We have heard Dr. Asis Dutta, representing Quadra as well as Dr. Goutam Hazarika representing AMRI, Mukundapour.

Dr. Dutta would contend, the report was given on a manual count. In his usual fairness he would admit, there should have been a repeat test done. However, it could not be done as it was a Sunday and they did not have appropriate work force to do the repeat test urgently.

Although we are impressed by his submission on the merit of the report we are not at all impressed by his second submission that the retest could not be done because of the Sunday.

The CE would claim to be a diagnostic centre of repute functioning in the city of Kolkata. If they would



require a repeat test done on Sunday they must do it. How they would do it, is their own problem. Fact remains, the report was not proper as the repeat test done at AMRI Mukundapur resulted at Rs. 2.91 lakhs, as contended by the complainant.

Dr. Hazarika would inform, the patient was too critical having high fever. She was treated conservatively. She was discharged on LAMA and taken to another establishment where the patient was under treatment for seven days that would show how the critical the patient was.

We have examined the bill of AMRI Mukundapur. We have shared our calculation with Dr. Hazarika. We find a sum of Rs. 6,543/- charged in excess. Dr. Hazarika in his usual fairness, would assure, the money would be refunded as soon as the bank details are shared.

With regard to Quadra, we impose a token penalty of Rs. 10,000/- out of which Rs. 5,000/- be paid to the complainant and the balance Rs. 5,000/- should be



deposited with the Commission.

Needless to say, Quadra would refund the cost of the test that they realised from the complainant.

The complainant is directed to share his bank details with both the establishments so that money could be paid to him at once.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticate
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Handwritten mark]