

Case Reference: INT/KOL/2023/063

Mr. Soumen Bhattacharjee Complainant

vs

R B Diagnostics, Laketown..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/05/2023	<p>The complaint would relate to non furnishing of the diagnostic report.</p> <p>The fact would reveal, the complainant had his medi-claim policy under an insurance company who gave voucher for health check up. The complainant approached the diagnostic centre and deposited his voucher for diagnostic examinations. The CE accepted the voucher and did all the tests however, refused to share the report on the pretext, they were to receive the actual payment from the insurance company.</p> <p>The diagnostics centre might have some arrangement with the insurance company to which the Commission is not concerned.</p>



Once a patient approaches the diagnostic centre and the diagnostic centre does the required test they are bound to share the report of such examinations.

CE can hold back report only when the amount is due from the patient.

In the instant case, CE accepted the voucher. Hence, the patient has no liability on that score.

We direct the CE to furnish copies of all the examinations that they have done through mail to the complainant.

The complainant is directed to share his mail Id so that the CE can share the reports 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 S. K. Thade, IAS (Retd) – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
WJL

ARSHAD HASAN WARSI
WBGS (Ex)
Secretary
M. L. R. C.

QV