

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2023/103**

Ms. Chirasree Dutta ..... Complainant

vs

Suraksha Diagnostics, New Town..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	19/06/2023	<p>The complaint would relate to variation in TSH Report.</p> <p>The complainant would contend, she approached Suraksha for TSH test that came as 8.34. She was not satisfied with the report. She immediately called Suraksha Helpline and requested them to re-check the value if there was any mistake from their side. She consulted her doctor who advised to do the retest from another laboratory that gave report where TSH value came as 5.2.</p> <p>There was admittedly wide difference between the two reports. Pertinent to mention, the first sample was collected on May 14, 2023 at 9.40 a.m. whereas the</p>

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second sample to the other laboratory was collected on May 16, 2023 at 9.04 a.m. There was approximately 48 hours difference between the two samples. We have consulted our esteemed member Dr. Maitree Banerjee who has given her opinion which is extracted below:-

*“TSH levels fluctuate overtime within a person, in euthyroid individuals as well as in most( un) treated patients with thyroid disorders, ranging from minutes, hours, months, to years. These within-persons variations in TSH levels are mainly caused by pulsatile secretion, circadian rhythm, seasons, and ageing. 2021”.*

The complainant would contend, there could not be so much difference between the two reports and as such Suraksha should be blamed for the wrong report.

Our attention was drawn to the statement of Suraksha to the extent where they would state *“ Our team even communicated with the referring doctor, Dr. G Dey. When discussed about the case, he very well agreed about the difference in TSH values which were observed*

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*in the two lapse".*

The complainant would confront such assertion. She has challenged the Suraksha counter-part present online and asked for the full name of the doctor whom they interacted.

Dr. Nipa Chowdhury, representing CE, would contend, they consulted Dr. Gouranga Dey whereas the complainant would contend, her doctor was Dr. Gouri Dey, a female consultant.

We have considered the rival contentions. In our view, even if the test report varied from one report to the other, we cannot hold any one to be wrong in view of the expert opinion extracted above. However, we feel, Suraksha should have reacted to the call made by the complainant at the earliest opportunity and do the retest. They failed to do so.

We direct refund of a sum of Rs. 450/- paid by the complainant to Suraksha. The complainant is directed to share her bank details so that money could be refunded to

her.

Suraksha has made a wrong statement as observed above. They should have been more careful in making such statement before the Commission. We hope and expect, there would be no such recurrence in future.

The complaint is disposed of .

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

*Authenticated*  
*S. P. Das*  
*23/06/2023.*

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

*AP*