

Case Reference: INT/SPG/2023/114

Md. Imran Complainant

vs

Quadra Medical Services Pvt. Ltd..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	10/07/2023	<p>The patient went for USG of left kidney of KUB region. However, the report was made for the right kidney. The diagnostic centre, in their reply, would admit their mistake. They would say, the test was done for the left kidney however, the typist made the mistake while typing the report.</p> <p>The response would sound very simple however, the effect is disastrous.</p> <p>CE representative online, would leave the issue to us.</p> <p>We impose a penalty of Rs. 25,000/- to be paid to the complainant on sharing of his bank details.</p> <p>We caution the CE, in future, if this kind of mistake</p>

recurs we would be imposing heavy penalty on the CE as also take appropriate steps for other punitive measures.

Ms. Ranjana Sil, Advocate, representing the CE, would ask for reduction of the amount of the compensation.

Such prayer is considered and rejected.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Sri. Tanmay Roy Chowdhury, IPS – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
S.P. Mukherjee
17/07/2023

Secretary
West Bengal Clinical Establishment
Regulatory Commission