

Case Reference: INT/KOL/2023/118

Mr. Anand Majaria Complainant

VS

R B Diagnostic Centre..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	24/07/2023	<p>The complaint would relate to gross irregularities in the matter of furnishing of the test reports.</p> <p>The complainant is a regular customer of the CE. He visited the CE along with his family members for a health check-up under medi calim policy issued by 'Health Assure'. Apart from the package tests the complainant also had other tests done on cash basis and paid a sum of Rs. 10,000/-. He was surprised to receive the reports when he would find his son's urine report although no sample was taken, Eye check-up report although no such test was done. The weighing machine was not properly calibrated as it gave wrong result. Despite complaint being made, the CE did not change the machine.</p>



		<p>The CE is present online. They have submitted response. According to them, while sending report online there had been technical glitch for which reports on a standard format were sent. Hence, the defective reports.</p>
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On being pointed out by the complainant, CE expressed regret and tried to explain their views. The complainant was not satisfied.

The complainant has already complained to Health Assure. 'Health Assure', by their communication dated July 15, 2023, informed the complainant, They already de-listed the CE from their panel.

The complainant has also lodged complaint with NABL Authority. The investigation is on.

The CE is claiming being certified to NABL. They are using NABL logo on their letter head.

Ms. Moli Sengupta and Ms. Ayusi Poddar representing CE would assure, they would not use NABL logo during pendency of the investigation.

They would also assure, the money paid by the



complainant would be refunded to him.

On such assurance being made, we dispose off the complaint 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/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission