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**Case Reference: WBCERC/KOL/50/2025-26**

Ms. Malvika Pariyal ..... Complainant

vs

Medica Superspeciality Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	04/06/2025	<p>The complainant was undergoing treatment at the CE. She was discharged on May 7, 2025. At the time of discharge, she was handed over colonoscopy report belonging to some one else. After she protested she was given the correct report however, this time, the spelling of her name was wrong.</p> <p>Mr. Komal Dasora, representing CE, would submit, immediately they contacted the complainant and felt sorry about the harassment.</p> <p>We feel, the hospital claiming to be “state of the art”, should not have committed such mistake.</p> <p>We direct the CE to send a letter of unqualified</p>



apology to the complainant from the persons who were responsible for handing over the wrong report as well as such spelling mistake within a week from date.

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/-

Smt Madhabi Das – Member

*Authenticated*

*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission