

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/HOW/2025/060

Mr. Pradip Kumar Das Complainant

vs

Narayana Superspeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	19/11/2025	<p>Despite notice being served and phone calls been made, the complainant is absent. Hence, we are constrained to dispose of this complaint in his absence.</p> <p>On October 15, 2025 the complainant attended the CE for Uroflowmetry test that was done. When he asked for the report the CE refused to give report on the ground that they always serve report digitally and no hard copy is available.</p> <p>We do not appreciate this practice.</p> <p>It would be easier for the clinician to examine the report digitally. However, in case the patient demands a hard copy the CE is bound to provide the same.</p>

Mr. Ghosh representing the CE, would express regret for the same.

Let him send a letter of apology to the complainant along with hard copy of the Uroflowmetry test report.

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

Authentic copy

Secretary
West Bengal Clinical Establishment
Regulatory Commission