

Case Reference: INT/KOL/2024/121

Mr. Sudip Dey Complainant

VS

Dr. Agarwal's Eye Hospital, Saltlake.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	14/08/2024	<p>This complaint would relate to harassment suffered by the patient who approached the CE for cataract surgery.</p> <p>75 year old male patient, Biswanath Dey, is a regular visitor of Peerless Hospital. Peerless has a tie-up with Aggarwal Eye Hospital. Hence, the patient approached Dr. Aggarwal's Hospital through Peerless for his cataract surgery. However, the surgery could not be had at the CE in absence of cardiological clearance.</p> <p>The complainant wrote to the CE on July 18, 2024 to unblock the Mediclaim policy so that he could approach appropriate multi-speciality hospital where cardiological</p>



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		<p>set-up would be easily available during surgery.</p> <p>The CE would contend, they acted on the request of the complainant however, there was no proper communication by the CE with the complainant in this regard.</p> <p>The complainant would contend, he continued to write to the Salt Lake Branch, Chennai Branch and Kasba Branch however, none could help him with a definite reply as to what had happened to the insurance policy. The complainant came to know from his insurer that they did not receive necessary papers for un-blocking the card. Hence, this complaint made on July 25, 2024.</p> <p>We immediately sent a copy of the complaint to the CE asking for a response. Despite repeated requests, we have been unable to get a response from the CE till yesterday evening.</p> <p>Ms. Sukanya Basu representing CE, would contend, the mail went to the Salt Lake branch hence, she was unaware of the complaint. She became active only when</p>
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she got a copy of the complaint sent to her by our office through whatsapp yesterday.

We fail to appreciate how the CE, despite our repeated requests, could delay in sending the response. Moreover, uptill now, when the hearing is being concluded the complainant was not served with a copy of the response as according to Ms. Basu, she is not aware of the mail id of the complainant.

The Whatsapp which was sent to her yesterday would clearly depict the mail id of the complainant.

The conduct of the CE is deplorable. Mr Dey, the complainant, would however inform us, the problem has now been solved and the surgery has been done at another establishment.

We direct the CE to send a letter of regret to Mr Biswanath Dey at once.

We should have imposed penalty for the lackadaisical approach of the CE. Since it is the first complaint we do not do so however, we caution them,

		<p>this type of lapses must not recur.</p> <p>The complaint is disposed of.</p> <p>Sd/- The Hon'ble Chairperson</p> <p>Sd/- Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> <i>MF</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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