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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/KOL/2025/002

Mr. Amal Kumar Roy Complainant

vs

Dr. M. N. Chatterjee Memorial Eye Hospital , APC Road.....Respondent/
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	05/02/2025	<p>The complaint would relate to medical negligence in a case of ophthalmology consultation.</p> <p>The complainant approached the CE to check his eye sight that was not properly done by the technicians. As a result he had to spend a lot of money to change spectacles with regular interval. Moreover, he suffered redness in his eyes followed by watering of both the eyes.</p> <p>We sent the complaint to the CE for their response. Accordingly CE has responded to the same.</p> <p>On our request, Dr. Ashim Kumar Ghosh, Director, RIO is present. He has evaluated the medical records. He</p>





		<p>has also interacted with the complainant.</p> <p>According to him, the redness of eyes coupled with watering, might be coincidental and would have no relation with change of eye sight.</p> <p>From the record we find, the complainant initially approached the Consumer Department, State of West Bengal where a tripartite meeting was held on January 20, 2025 and the issue was resolved by directing refund of Rs. 750/-. On the very next day, the complainant has approached us with this complaint after receipt of the amount so decided to be refunded.</p> <p>Today, the complainant is present online. According to him, the tripartite meeting did not consider his main grievance with regard to medical negligence.</p> <p>Dr. Ghosh however, does not find any act of negligence.</p> <p>The complainant submits that apart from the spectacle that was provided by the hospital for which money has already been refunded he has to spend Rs. 700/- and Rs.</p>
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600/- amounting to Rs. 1,300/-, for preparation of two spectacles from other shops before approaching another CE for his treatment.

We request the CE to pay the said sum of Rs. 1,300/- on presentation of the actual bill for preparation of the spectacles done on or before December 27, 2024.

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
Regulation Commission
Establishment