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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference:INT/KOL/2026/002

Mr. Samar Kumar Biswas..... Complainant

vs

ASG Eye Hospital, Tollygunge.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	30/01/2026	<p>The complaint would relate to billing in a case of Cataract surgery.</p> <p>Left eye was operated on November 30, 2024 whereas the right eye was operated on December 29, 2024. On both occasions, the CE gave an estimate of Rs. 68,340/-.</p> <p>In case of left eye Rs. 45,000 /- was sanctioned by TPA that was accepted in full and final settlement by the CE however, in the second case the CE compelled the complainant to pay the additional sum of Rs. 23,340/- over and above Rs.</p>





45,000/- sanctioned by the TPA.

Mr. Souvik Roy Choudhary representing the CE, would submit, the additional sum was the responsibility of the complainant as per the policy as “co-pay”.

We are not at all impressed. It is clearly written in the cashless final authorisation that the said sum of Rs. 23,340 /- was deducted as it was “exceeding the cataract limit”.

We direct the CE to refund the said sum of Rs. 23,340/- at once to the complainant on sharing of his bank details.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

			<p>Sd/- Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/- Dr. Maitrayee Banerjee – Member</p> <p>Sd/- Smt Madhabi Das – Member</p> <p><i>Authenticated</i> <i>[Signature]</i> Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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