Case Reference: INT/JPG/2022/029

Mr. Satyajit Biswas .... **Complainant**

vs

Retina Institute of Bengal, Siliguri...... **Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	09/02/2022	The complaint would relate to Swasthya Sathi refusal in a case of squint surgery. The CE would contend, the subject surgery is not covered by the Swasthya Sathi Scheme however, the patient wanted to have it done at their centre. CE offered discount and the surgery was done. However, the complainant was not happy with the result. The CE referred him to higher set up.

The complainant has no means to approach any other establishment. According to him, the required result could not be given to him due to the deficiency of the treating team.

The subject issue would be outside our domain. However, as a special case, we refer the issue to the |

1

Regional Institute of Ophthalmology, Kolkata.

The patient is directed to report at the institute. The concerned Institute Director is requested to form a team of experts to examine the patient and do the necessary curative measure, if any, required for the said purpose. The institute would also kindly report as to whether any treatment error was caused by the earlier team.

A copy of the report be submitted to the Commission with a copy shared with the complainant.

After going through the report, if the complainant desires, he would be at liberty to approach the appropriate authority against the treating doctors.

The complaint is disposed of.

Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-
Prof. (Dr.) Madhusudan Banerjee – Member

Case Reference: INT/JPG/2022/029

			Sd/-
			Dr. Maitrayee Banerjee – Member
			Sd/-
			Smt Madhabi Das – Member
			Authenticated
			ARSHAD HASAN WARSI WBCS (Ex) Secretary W. B. C. E. R. C.

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