

**Case Reference: INT/NPG/2023/045**

Mr. Samiran Das . ..... Complainant

vs

Spectra Eye Foundation, Madhyamgram..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	31/03/2023	<p>This complaint was received by our office on January 30, 2023 however, the complaint got misplaced hence, the delay in listing the matter for hearing. We regret for the delay.</p> <p>The complaint would reveal, the complainant got her mother treated at the CE when she had black spot on the right eye ball. The concerned doctor advised cataract surgery and assure, the spot would disappear after the surgery. Despite surgery, the black spot remain that gave rise to an unpleasant situation between the complainant and the staff of the CE including concerned doctor.</p> <p>We have heard the complainant as well as the concerned doctor. Our esteemed medical members present at the panel, have also interacted with the</p>

complainant as well as the doctor. It appears that black spot had no nexus with the surgery that was uneventful.

It is unfortunate that the black spot is still there however, we do not find any deficiency in the treatment.

The unpleasant incident of altercation was unfortunate and should not have happened.

Dr. Annapurna Das would assure us, as and when the concerned patient would come for any check up he would do it free of cost.

With such assurance, we dispose of the complaint.

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*

*WJL*

**Secretary**  
**West Bengal Clinical Establishment**  
**Regulatory Commission**

*Q*