

Case Reference: INT/KOL/2023/078

Mr. Debanjan Chaudhuri Complainant

vs

Silverline Eye Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	15/05/2023	<p>This complaint would relate to excess billing. The facts would reveal, the patient Ms Lekha Chowdhury went to the CE for cataract surgery. According to the choice of lens by the patient CE demanded Rs. 28,000/- as a complete package for the surgery of right eye.</p> <p>Since the patient was under CGHS that had entitlement of maximum Rs. 16,581/- the patient agreed to pay the differential amount and signed the financial counselling as we find from the records disclosed by the CE.</p> <p>The patient got her surgery done. The payment of differential amount was also made. The CE issued receipt therefor.</p>

		<p>Subsequently, the complainant made a complaint before CGHS that they were overcharged. CGHS insisted to give a bill that the CE has given.</p>
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The complainant now wants refund of the cost of the lens that he was entitled to under the CGHS Scheme since the hospital already charged him for better lens as per the choice.

We have heard the complainant. We have also heard the CE. We are not at all impressed with the stand of the complainant.

The complainant approached the CE, a private hospital, for cataract surgery. They offered a complete package of Rs. 28,000/- that would include lens as per the choice of the patient.

The patient was entitled to Rs. 16,581/- under CGHS Scheme. Hence they agreed to pay the differential amount over and above the CGHS amount that the hospital would be entitled to recover from the CGHS Authority.

The patient agreed to have the surgery under a package. She paid for the differential amount as agreed. Package also included the cost of the lens. Hence, question of refund of the cost of the lens would not arise. We reject the application. However, in course of hearing Mr. Sanjay Biswas , CEO of the hospital magnanimously offers Rs. 3,000/- as discount. The complainant would be free to avail such discount upon sharing his bank details.

The complaint is disposed of.

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

Secretary
West Bengal Clinical Establishment
Regulatory Commission