

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2023/207**

Ms. Rituparna Dey Roy..... Complainant

vs

ASTRA Tower, Apollo DentalClinic, Newtown.....Respondent/  
Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	05/12/2023	<p>The complaint would relate to dental treatment in respect of two patients. The complainant would have two fold grievances as against the Clinical establishment.</p> <p>She approached the Clinical establishment for denture treatment of her mother for which the clinic charged Rs. 30,000/-. The denture broke after some time that was repaired . It broke for the second time when the complainant approached another Clinical Establishment and got it repaired at Rs. 2,750/-.</p> <p>The second complaint would relate to the cavity treatment of complainant's minor son . Initially the complainant noticed two cavity and got those cavity filled</p>

up. Subsequently, she found that there had been another cavity which remained unnoticed. She again approached the Clinic and got the third one filled up. Soon after filling up of the third cavity the first two cavity filling did not last and she approached the Clinic for refilling that they declined. She again approached the other Clinical Establishment and got those two refilling done at the cost of Rs. 4,400/-.

The concerned dentist is present online. She would contend, in case of mother they charged Rs. 25,000/- and not 30,000/- as claimed by the complainant. The additional sum of Rs. 5,000/- was taken to ensure replacement and / or repair for five years. However, the complainant did not come back for the third time.

We have considered the issue. We feel, interest of justice would be sub-served if we direct reimbursement of Rs. 7,150/- that the complainant had to spend at the other establishment.

The dentist is agreeable to refund on the condition that there should not be any further complaint on the

identical issue. Both issues are finally resolved.

The complainant is directed to share her bank details with the clinic so that money could be transferred directly to her bank account.

The complaint is disposed of.

Sd/-  
The Hon'ble Chairperson

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

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

Sd/-  
Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

*Authenticated*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

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