

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/PAB/2024/041

Mr. Shakoor Ansari Complainant

vs

Sparkle Dental Hub,Asansol.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	29/02/2024	<p>We received this complaint on February 15, 2024 sent by the Ministry of Health, State of West Bengal. It further appears that the complaint was originally sent to the Prime Minister's Office that forwarded it to the State. The Department of Health, State of West Bengal vide letter dated February 6, 2024 sent it to us that we received on February 15, 2024.</p> <p>We have asked for response from the concerned dentist who has also given his response.</p> <p>Today, we have fixed it for hearing. We have requested Dr. Amit Roy to be present with us as expert to assist us at the hearing with his expertise.</p>

		<p>On our request, Dr. Roy is present.</p> <p>The complainant was present today morning when we started hearing. However, by the time when his turn has come he has logged out.</p> <p>We have tried to contact him over phone. However, he does not pick up. Hence, we are constrained to hold the hearing to his absence.</p> <p>The complaint would relate to dental treatment. The incident happened in 2017 almost seven years ago.</p> <p>The complainant would contend, the concerned dentist, while doing the procedure, left part of a broken instrument in the Route Canal that was causing problem for him.</p> <p>He initially approached the Dental Council. The Dental Council has given a clean chit to the Doctor that we find from the records. Yet, the complainant is not fully satisfied.</p>
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			<p>He has approached us with this complaint.</p> <p>The incident happened almost eight years ago. The Dental Council clearly opined that the patient had no complaint even in 2019 when the X-ray was done. Today, after about eight years, there could be no sign of existence of the difficulties and particularly when we find from the record that he never went back to the Dentist for curative procedure.</p> <p>The concerned dentist present online, would contend, he approached the complainant and offered him further curative procedure that he declined.</p> <p>We do not find any scope to interfere.</p> <p>Before we part with, we find, prescription written by the Doctor is illegible. He would assure us, in future he would be using the computer print-out so that his advice would be clearly legible to all concerned.</p> <p>The complaint is disposed of.</p>
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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

WJ
Secretary
West Bengal Clinical Establishment
Regulatory Commission

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