

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2025/025

Mr. Tapan Kumar Maity Complainant

vs

Face -O- Dent.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	16/07/2025	<p>The complaint would relate to a dental treatment done by the concerned Clinic “Face-o-Dent.”</p> <p>The complainant would contend, the doctor did RCT and crown for which the clinic charged Rs. 14,000/-. Ultimately it was found that the RCT was not done as would appear from the X-ray done by another establishment. When the doctor was confronted with the X-ray he agreed to refund the amount. Rs. 4,000/- was refunded as part payment leaving a balance outstanding of Rs. 10,000/-. Since then, the doctor could not be traced.</p> <p>After receipt of the complaint, we tried to contact</p>





the concerned Clinic. Initially, the concerned doctor responded to our call and assured to give response however, since then his phone is unreachable.

Today, at the hearing the complainant is present. The patient herself has narrated her ordeal.

On our request, Dr. Amit Roy is present online as an expert. According to Dr. Roy, when the X-ray would depict RCT was not done and the crown had to be removed to give relief to the patient the Clinic should refund the amount as agreed.

We direct the CE to refund Rs. 10,000/- within a month from date.

The Dental Council of West Bengal is requested to see that the money is refunded to the complainant.

The office is directed to send a copy of this order to Dental Council for their information and necessary action.



The complaint is disposed of accordingly.

Sd/-

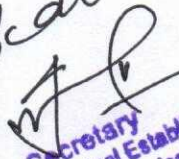
The Hon'ble Chairperson

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated

Secretary
West Bengal Clinical Establishment
Regulatory Commission

