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Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2025/027

Mrs. Shambhavi Pansari Complainant

vs

Oliva Skin & Hair Clinic, park St.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	28/07/2025	<p>The complaint would relate to post procedural complication in a case of hair removal through lesser by Oliva Skin & Hair Clinic, an unlicensed organisation, who is not having any health license under the West Bengal Clinical Establishments (Registration, Regulation and Transparency) Act, 2017.</p> <p>The complainant came to us with her complaint on June 16, 2025 inter-alia, claiming for refund of the entire treatment cost of her minor daughter amounting to Rs. 1,64,400/-. On May 31, 2025 She complained through her advocate to the</p>



clinic complaining about the burn that had caused to the minor during the procedure. Oliva replied to the said notice on June 18, 2025. By that time, we already had received the complaint from the complainant. We asked for a response from Oliva that came on July 10, 2025 offering a proportionate refund of Rs. 74,930/-.

On our request, Dr. Rupnarayan Bhattacharyya, HOD, Plastic Surgeon, R G Kar Medical College is present online. He has interaction with the father of the minor who was subjected to the procedure.

We have also heard Dr. Debashree Dutta on behalf of Oliva.

According to Dr. Dutta, the entire procedure and the equipment used for the procedure are fixed by their head office at Hyderabad and the attending doctors do not have

any role to play except supervising the procedure as per the standard protocol fixed by the Head office.

Our esteemed members Dr. M L Saha, Dr. Maitrayee Banerjee and Mr. Sutirtha Bhattacharya have interaction with both the parties.

In course of hearing we have come to know from the learned advocate representing Oliva that the centre is run without any license obtained from the West Bengal Clinical Establishments (Registration, Regulation and Transparency) Act, 2017 which is absolutely illegal and wrongful.

They would contend, their renewal application is pending. Dr. Dutta is unable to answer when they have applied for renewal. We do not have any copy of the renewal application before us.

The situation is really grave. We request the Director, Health Service to take immediate action and see to it that the centre does not run without any valid license.

Coming back to the issue, we direct the clinic to refund of the entire amount as claimed by the complainant being Rs.1,64,400/- within a fortnight from date.

We direct the complainant to share her bank details so that money could be refunded to her account at once.

We grant liberty to the complainant to approach any other appropriate authority questioning such procedure if she so desires.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
WJ
Secretary
West Bengal Clinical Establishment
Regulatory Commission