

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2025/063

Mr. Barun Samaddar..... Complainant

vs

Calcutta Institute of Maxillofacial Surgery &
Research.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/11/ 2025	<p>The complainant had dental treatment from July 25, 2025. He is still under treatment. Last visit was on October 25, 2025.</p> <p>The complaint was filed on November 6, 2025 alleging hospital negligence.</p> <p>We have gone through the complaint. Our medical members have interaction with Dr. Mukherjee the concerned dentist. We have also considered the detailed whats app messages exchanged between the patient and the treating doctor.</p>





The crux of the issue is, as per patient, he did not have any relief even after spending hefty amount of money after undergoing various procedure however, the doctor stopped replying to his whats app messages.

It is not desirable that the patient and the doctor would exchange long whats app messages. Such complaint is totally unfounded. It is not possible for a professional people to discharge his professional duty and then reply to the long whats app messages sent by his patient. However, why the patient is still suffering, is a question to be decided at the appropriate level.

In course of hearing, Dr. Mukherjee, would inform us, it is not the practice in the dental treatment to have counselling documented.

According to Dr. Mukherjee, in an ongoing



treatment process the patient stopped visiting the clinic after October 29, 2025.

The patient would contend, he is not in a position to have proper food because of immense pain that he is having.

This question can be decided appropriately by the Dental Council of West Bengal.

We refer it to the Dental Council of West Bengal for appropriate adjudication.

In case the complainant succeeds before the Dental Council of West Bengal he would be at liberty to approach us afresh.

The patient would desire, further treatment be done at Government establishment.

We request the principal, Rafi Ahammed Dental Medical College to arrange for his medical





treatment.

The complaint is disposed of accordingly.

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

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