Consumer Grievance Assistance Chatbot: Hi! I am your consumer grievance assistance tool. Kindly let me know how I can help you.

User: This doctor of the medical college operated on my right leg without my consent when I had asked for treatment of only my left leg. Later, I started developing pain in my right leg.

Consumer Grievance Assistance Chatbot: I’m sorry to hear about your experience. It’s important to address this situation promptly. If you believe that the operation was performed without your consent and has resulted in pain or complications, you may have grounds for a medical negligence complaint.

User: What other remedies do I have against the medical college as a consumer?

Consumer Grievance Assistance Chatbot: You can approach the consumer forum under the Consumer Protection Act, 2019 which allows consumers to file complaints against medical professionals and institutions. Before filing a consumer complaint, it is generally advisable to send a legal notice to the party you are filing against. This serves as a formal communication to inform them of the grievance and the compensation sought. It also gives the other party a chance to rectify the issue within a reasonable period, typically 15 to 30 days.

User: Can you draft a legal notice for my case if I provide you the required details?

Consumer Grievance Assistance Chatbot: Certainly, I can help you draft a legal notice. Please provide me with the details of your name and address and the name of the opposite party’s name and address.

User: My name is Lalitha Mohanan. My address is Mangalathu House, Murikkarsherry P.O. Idukki. The name of the opposite party is Dr. Tomichan M.C, professor and head of the department of Orthopedics of Medical College Hospital, Kottayam. His address is Kochumattom, Arookkara East P.O. Kottayam.

Consumer Grievance Assistance Chatbot: Thank you. Further, please provide me with the detailed account of the incident, including dates, descriptions of the medical services provided, and the unauthorized operation. Please also mention the evidence of the operation and subsequent pain, if any.

User: I approached Dr. Tomichan with difficulty in walking due to pain in the left leg on 07-11-2021. He had advised me to undergo a surgery on my left leg. Thus the surgery was fixed to 25-01-2022. After the surgery, Dr. Tomichan informed that during the procedure he had cut open the right leg first to see if there was any issue and then went on to operate the left leg. He assured me that he would take care of any complications arising there from. After the surgery, I started developing pain on her right leg. Though I was having difficulty in slight movement I was discharged on 29-01-2022. As the pain was not subsiding I visited the doctor on 04-04-2022. But Dr. Tomichan behaved indifferently and did not suggest anything to redress the pain and difficulties of the complainant with her right leg. Even after three months, I was unable to walk.

Consumer Grievance Assistance Chatbot: I am sorry to hear that. Kindly, give the specific amount you are seeking in compensation and the deadline for the opposite party to Respond. Typically, this is 15 to 30 days from the receipt of the notice. Once you provide these details, I can draft a legal notice for you.

User: I want compensation of Rs.2 lakhs for mental agony and hardship and litigation cost.

Consumer Grievance Assistance Chatbot: Thank you. Please find the [notice](https://docs.google.com/document/d/1C4T7YWk-aF-ToERasK9cXIllx76BeHO6ZxUvrVRnZb0/edit) that I have drafted.. Please fill in the relevant details as required. Kindly, let me know if anything else is required to help your case.

User: Thank you! What is the next step that I should take if my problem is not solved by the legal notice?

Consumer Grievance Assistance Chatbot: If the legal notice fails, you may file a consumer complaint at the forum with appropriate jurisdiction through the E-Daakhil portal. I can provide you with any help required in the filing of the consumer complaint.

User: How do I file the consumer complaint?

Consumer Grievance Assistance Chatbot: To approach the consumer court for redressal in India:

1. Identify the jurisdiction based on the value of the goods or services and the compensation claimed.
2. Prepare a formal complaint detailing the nature of the issue, the deficiency in service or the defect in the product, and the relief sought. Include all relevant facts, evidence, and documents.
3. File the complaint along with the requisite fee and supporting documents at the appropriate consumer forum. You can also file the complaint online through the official consumer forum portal which is available on <https://edaakhil.nic.in/>.

User: Can you identify the appropriate jurisdiction for my case?

Consumer Grievance Assistance Chatbot: Considering the amount you mentioned, your case would fall under the jurisdiction of the District Consumer Disputes Redressal Commission.

User: Can you prepare a draft complaint for me with the given details?

Consumer Grievance Assistance Chatbot: Certainly! Please find the draft [complaint](https://docs.google.com/document/d/1VZ53P6uArK4NKjwAUGkqffKVHg5PprPe6JT5oUQKCvI/edit). Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as receipt of payment for surgery, the diagnosis reports, x-ray reports and other relevant documents and the legal notice issued and received. It’s advisable to consult with a legal professional to review the complaint and guide you through the process of filing it with the consumer forum.

User: Thank you for the draft complaint. Do I need to do anything else before filing the complaint?

Consumer Grievance Assistance Chatbot: Before filing the complaint, it’s important to ensure that you have completed the following steps:

1. Check the required court fee for filing the complaint. The fee varies based on the claim amount and the forum level.
2. Ensure that you are within the limitation period for filing the complaint, which is generally two years from the date of the cause of action.
3. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”.

User: Alright thank you. Can you provide me with a draft of the affidavit according to the details given by me?

Consumer Grievance Assistance Chatbot: Certainly, please find a draft [affidavit](https://docs.google.com/document/d/198gVTmNeevNQKGEcxgQRQPJHJyXn2lfLhNNzDt1GKoI/edit) to accompany your consumer complaint. Please ensure that all the information provided in the affidavit is true and correct to the best of your knowledge. Once completed, this affidavit needs to be notarized. It is advisable to have a legal professional review the affidavit before submission to ensure its accuracy and completeness.

User: Thank you! Can you also draft a memorandum of parties for the complaint?

Consumer Grievance Assistance Chatbot: Certainly, please find a [memorandum of parties](https://docs.google.com/document/d/1FpAb4KXuxEWnDenh2BeKrmKLGzS3A6BPJ92-hIzRIZg/edit) that you can use. Please ensure that you fill in the complaint number and any other relevant details before filing. This memorandum should be attached to your complaint when you submit it to the consumer forum. It’s also advisable to consult with a legal professional to ensure that all the necessary legal formalities are correctly followed.

User: Thank you! Can you tell me where I need to file the complaint?

Consumer Grievance Assistance Chatbot: To file a consumer complaint in India, you have the option to do so either online or offline.

* Online: You can lodge a complaint online on the [E-Daakhil](https://edaakhil.nic.in/) portal.
* Offline: If you prefer to file a physical complaint, you can do so at the Consumer Dispute Redressal Commission, which is available at the district, state, and national levels, depending on the value of the goods or services in question.

User: I would prefer to file the complaint online. Can you provide me with a step-to-step guide for filing the complaint on the E-Daakhil portal.

Consumer Grievance Assistance Chatbot: Certainly! Here’s a step-by-step guide to file a complaint on the eDaakhil portal:

1. **Visit the eDaakhil Portal:** Go to the official eDaakhil website.
2. **Register:** If you’re a new user, you’ll need to create an account. Click on the ‘Sign Up’ or ‘Register’ option and provide the required personal information.
3. **Log In:** Use your credentials to log in to the platform.
4. **File a Complaint:** Look for the option to file a new complaint. You may need to select the ‘Complain’ button located at the top left corner of the page.
5. **Enter Details:** Provide detailed information about your complaint, including personal details, the nature of the complaint, and the relief sought.
6. **Upload Documents:** Attach any relevant documents that support your complaint. This may include invoices, receipts, correspondence, or any other proof of the transaction.
7. **Submit the Complaint:** Review all the information, make sure everything is correct, and submit your complaint.
8. **Make Payment:** Pay the required fee for filing the complaint. The portal facilitates both online and offline payment options.
9. **Track Your Complaint:** After submission, you can track the status of your complaint through the portal using the complaint number provided.

Remember to keep a copy of the complaint and all the documents you’ve submitted for your records. If you encounter any issues while filing the complaint or need further assistance, you can refer to the video tutorials provided on the eDaakhil portal or contact their support for help.

I hope this helps you in seeking redressal for your grievance.

User: Thank you!

Consumer Grievance Assistance Chatbot: Thank you for using the tool. Feel free to raise further queries anytime or you can log on to https://consumerraffairs.nic.in/ or dial 1800-11-4000 (National Consumer Helpline) for more information.