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

User: This doctor didn’t treat my hip disk of right leg properly due to which I had to go through multiple surgeries.

Consumer Grievance Assistance Chatbot: I’m sorry to hear about the complications you’ve experienced with your treatment. Have you consulted with another doctor and obtained an independent medical opinion to see whether the act of the previous doctor constitutes negligence?

User: Yes. I consulted another doctor who operated on me and I got treated properly.

Consumer Grievance Assistance Chatbot: The multiple surgeries without any treatment by the previous doctor and subsequent recoval by treatment of another doctor shows that the previous doctor was negligent. The treatment by the subsequent doctor strengthens your case if you want to take a legal action.

User: What legal action can I take?

Consumer Grievance Assistance Chatbot: You can file a consumer complaint in the appropriate forum for redressal. It is preferable to send a legal notice to the hospital before filing the complaint.

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 Satheesan P.S. My address is Sree Nilayam, Muhamma P.O. Alappuzha - 688525. The opposite party is Dr. M.A. Thomas of Department – Ortho 1 in Govt. Medical College. It is located in Gandhi Nagar, Kottayam.

Consumer Grievance Assistance Chatbot: Thank you. Can you please provide me with the details regarding the reason for your treatment, the costs of the same and the issue in it. Further please specify how many surgeries you had to take and the consequences of such surgeries.

User: I met with a bike accident and underwent treatment in Medical College Hospital, Alappuzha for the fracture in the upper portion of the hip disk of the right leg in 2005. After treatment, when the pain increased as a result of worn out hip disk, I consulted with Dr. M.A. Thomas in the OP department of Kottayam Medical College. On his suggestion, I got admitted in the Medical College Hospital, Kottayam for hip disk replacement surgery on 2nd May, 2016. I was told that the steel disk used for replacement would cost around Rs.90,000/-. As the pain was unbearable and was affecting my job, I underwent the surgery on 10th May, 2016 and was discharged on 21st May, 2016 with advice of monthly review. To my astonishment the doctor informed me that the surgery failed as the disk moved up by breaking a bone. Another urgent surgery was advised and again on 1st July, I underwent 2nd surgery and was discharged on 13th July 2016. On 4th August 2016, on the review consultation doctor told me that there was a slight improvement and as I had difficulty to stand up I was advised to undergo physiotherapy and checkup after two months. Due to unbearable pain, I again consulted the doctor on 29th August, 2016. The Doctor told me that there was a slight deviation in the position of the disk and advised me to use a walker. On 6th October, 2016 the doctor again informed me that the 2nd surgery also failed as the disk slipped from its position and moved upward resulting in the shortening of length of my leg by 3 cm. He suggested another surgery in which part of the bone from the left leg will be used in the right leg to rectify the problem. As my financial condition was not in a good condition, I was advised to meet the doctor when the situation becomes comfortable.

Consumer Grievance Assistance Chatbot: Thank you for the details. Further also provide the details of your recoval after treatment near the other doctor.

User: I consulted doctor Sabin Viswanathan of specialist hospital, Ernakulum. On 09th November, 2016, I underwent another surgery in the specialist hospital when the disk was screwed and was discharged on 14th November, 2016. Thereafter I became able to walk.

Consumer Grievance Assistance Chatbot: Thank you for the details. 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 and recovery of expenses incurred.

Consumer Grievance Assistance Chatbot: Can you specify the amount of compensation?

User: I want a compensation of Rs. 50,000.

Consumer Grievance Assistance Chatbot: Thank you. Please find the [legal notice](https://docs.google.com/document/d/15FgSKYwC1Fl3ionuXXwIGq7rlax2qbl2oTQZ-NZ9JrQ/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! Do you want to add any further details other than that given for the legal notice?

User: No.

Consumer Grievance Assistance Chatbot: Thank you for the details. Please find a draft [complaint](https://docs.google.com/document/d/1SgySzVUWs_Wdzfw_mNtQMJtd_p7QU-XY7EQNtPI3-gk/edit) that I have prepared. Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as bills of all the surgeries, diagnosis reports, report of treatment near the subsequent doctor and records of all communications with the previous doctor. 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/1Ybs5Ao6bnEyDsbtVd5zmIDNoTD5oGfdOfn0dpKI6GOw/edit) to accompany your 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 the [memorandum of parties](https://docs.google.com/document/d/14EDOc1qjwC5JvqhHdJQzXrvKMXjO5Y5Q-NH1TrDNrqU/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 website1.
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 page2.
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 options3.
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.