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

User: This hospital misdiagnosed me as COVID positive during the RTPCR test and hence I had to cancel my flight to Oman.

Consumer Grievance Assistance Chatbot: I’m sorry to hear about your misdiagnosis and the inconvenience it caused. Have you consulted with a medical expert to confirm the misdiagnosis?

User: Yes. I underwent an antigen test in Paret Mar Ivanios Hospital, Puthuppally on 23-09-2021 at 12.30 PM and the test result was negative. Further I underwent RTPCR test in Dianova Laboratories, Kottayam on 23-09-2021 at 5 PM and General Hospital, Kottayam on 24-09-2021 to rule out the possibility. The result of RTPCR in Dianova laboratories, Kottayam and General Hospital, Kottayam were covid negative.

Consumer Grievance Assistance Chatbot: It seems you have taken multiple tests to ensure the accuracy of your COVID-19 diagnosis, which is a prudent step since this could strengthen your position if you decide to take any legal action regarding the misdiagnosis. 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 Ancy Mary. My address is Kocherilpongampuzha house, Nalunakkal P.O. Vakathanam, Kottayam- Pin – 686538 . The opposite party is D.D.R.C. SRL Diagnostic Services Ltd.. Its located in Building No.12/1391-B, Opposite General Hospital, K.K. Road, Kottayam – 686002.

Consumer Grievance Assistance Chatbot: Thank you. Can you please provide me with the details of your RTPCR test including date of test and the nature of error in the diagnosis? Further, please provide the details regarding the consequences of such misdiagnosis.

User: Me and my husband are working as staff nurses in Aster Hospitals & Clinics, Oman. We had come over to Kerala to visit our parents. We had booked a return ticket through Fayeda Travel and Tourism for going back on 24-09-2021 by Air-India Express at 8.05 A.M. The rate of ticket for us was 140 Oman rial equal to Rs.27,135/-. RTPCR test was to be taken within 48 hours before the journey and passengers whose test result got negative alone were allowed to travel. Me and my husband approached the opposite party for the test on 22-09-2021. The sample was taken by 12 PM and the result was available by 3.20 AM on 23- 09-2021. My result was covid positive and that of my husband was negative. As my test result was covid positive and my husband had primary contact with me, we had decided to cancel the flight ticket and postpone the journey. I had no symptoms of covid. To check the veracity I underwent multiple tests as explained above. The finding of the opposite party that I was covid positive on 23-09-2021 is wrong. The act of the opposite party is dereliction of duty and unfair trade practice. My husband and I could not travel as planned and we were compelled to book tickets at a higher rate.

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: The loss in the payment of the ticket is Rs.76,559/- and loss of my and my husband’s salary amounts to Rs.1,39,548/-. Hence I want the opposite party to pay Rs.2,18,307/-. Further, undue hardship and agony has been caused to me by the act of the opposite parties and they are liable to give compensation of Rs.1,50,000/-.

Consumer Grievance Assistance Chatbot: Thank you. Please find the [notice](https://docs.google.com/document/d/1_bxvgFhDhU7umEzFr4t6sgHkBHpWr2CdCSrtdf9v2dA/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/1vfEuxqa7F_qkGNNcqpjLNSmXWzTp5R6-B879gzmnkwU/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 the copy of the RTPCR results by the opposite party, copy of results of tests conducted at other hospitals other than that of the opposite party and copies of tickets of flights. 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/1BNYKRgz2Xo0r4d_3Rc0PKJH2ldzdCd1_R32ejs4xS98/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/1g2SgBiTwdevpreo86na0Ft1X3XlxGuY-nXcwR1bkVTM/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.