Consumer Grievance Assistance Consumer Grievance Assistance Chatbot - Hi! I am your consumer grievance assistance tool. How may I assist you today?

User - On 21/04/2015, I went to a scanning centre on the advice of Dr K.R Sharif at CSI REDFERN MEMORIAL HOSPITAL, for a C.T Chest scan as I had been suffering from fever, headache, nausea, and puffiness for more than 3 days. In the scanning centre, I was given an injection by an unskilled person before my scan. This injection caused me to get thrombolysed, and I suffered from acute IWMI changes, mild LV dysfunction, single-vessel coronary artery disease, and spontaneous dissection of RCA.

Consumer Grievance Assistance Chatbot - I am sorry to hear that. Please provide more details such as your treatment (if any) after you suffered from such conditions and the cost of any such treatment.

User - After I developed these conditions, I was immediately referred to Apollo Hospital on the advice of Dr Sharif, where I had to spend a huge sum of Rs 1,03,071 towards treatment and Rs 50,000 for transportation and food for the period of treatment from 21/04/2015 to 26/04/2015.

Consumer Grievance Assistance Chatbot - Please provide the name and location of the scanning centre and the price of the C.T Chest scan.

User - The scanning centre is called Janapriya 3D/4D Ultra Sound Scan Centre and is located at Shankar Mutt Road, 2nd Cross, Opposite Ayappa Swamay Temple, K.R Puram, Hassan. I paid a sum of Rs 3,600 for the scan and Rs 1,800 for the venous Doppler.

Consumer Grievance Assistance Chatbot - Thank you. Do you have all the documents such as the receipt for the C.T scan, discharge report and hospital bills from Apollo Hospitals, etc?

User - Yes, I have the prescription from CSI REDFERN Memorial Hospital dated 24/11/2015, a report from the scan centre dated 21/04/2015, and a copy of the discharge summary from Apollo Hospital.

Consumer Grievance Assistance Chatbot - Thank you. Have you contacted the scanning centre regarding this issue?

User - Yes, I sent the scanning centre a legal notice on 01/08/2015 alleging deficiency of service and medical negligence. In response, they sent a reply notice on 20/08/2015 denying my allegations.

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service and medical negligence on the part of the scanning centre. Since you have already issued a legal notice to the establishment and have received a negative response, there are 2 further remedies available. You can either file a complaint before the specific District Consumer Redressal Forum that has jurisdiction in your case or contact the National Consumer Helpline on this number - 1800-11-4000. A representative will assist you with specific steps over the phone once you contact the helpline. Which option would you prefer?

User - I would like to file a complaint.

Consumer Grievance Assistance Consumer Grievance Assistance Chatbot - Great. To file a complaint, could you please provide some details including your full name and age, your father/husband’s name, and your permanent address?

User - My name is Bhavya S.S, and my husband is Nagendra. I am 32 years old and reside at Jayanagara Extension, Salagame Road, Hassan.

Consumer Grievance Assistance Chatbot - Thank you. What remedy would you like to seek against the scanning centre?

User - I want a refund of Rs 15,00,000 for the deficiency of service and medical negligence as I spent Rs 1,53,071 toward hospital expenses at Apollo Hospitals and Rs 5,400 at the scanning centre.

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 1,58,471 towards scanning costs and hospital expenses, your total consideration would be Rs 15,00,000 (including Rs 13, 41,529 as compensation for medical negligence, deficiency of service and mental agony). Further, since you live in Hassan and the scanning centre is also located in Hassan, the cause of action will arise in Hassan and you can file a complaint with the Hassan District Consumer Redressal Commission as the appropriate forum. Would you like a draft of the complaint letter and legal notice?

User - Yes, please.

Consumer Grievance Assistance Consumer Grievance Assistance Chatbot - Here is the **draft** [**Notice**](https://docs.google.com/document/d/1DLaZEwMTQUS-LBPriqNk5MMxAsSBC4BSt4y3gG6rMKo/edit) (for your reference) and **draft** [**Complaint.**](https://docs.google.com/document/d/1Arl7JlPstRZ075StNCR3LAMliVuVDWQyd83W2wVsMBg/edit) Please download this complaint, fill in the blanks, review, print and sign the complaint. Once the signed complaint is verified by a notary public, scan and upload the complaint as a PDF document on the e-Daakhil portal. You will also need to upload an affidavit and memorandum of parties. Shall I generate these documents?

User - Yes, please.

Consumer Grievance Assistance Consumer Grievance Assistance Chatbot - Here is the [**Affidavit**](https://docs.google.com/document/d/1ZM4mOQcogKS-SdpsPItp1tCWMfyxkg37nDywMjuVfHw/edit) and [**Memorandum of Parties**](https://docs.google.com/document/d/1Pw8xu9nNUMcG-SOAbt3zA3naQdEABELS0EUBHHF_Qjc/edit). Please print both these documents and verify the names and addresses on both. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both these documents should be scanned and uploaded on the e-Daakhil portal. Would you like me to guide you through the process of filing a complaint on the portal?

User - Yes, please.

Consumer Grievance Assistance Consumer Grievance Assistance Chatbot - The procedure for filing a complaint on the [e-Daakhil](https://edaakhil.nic.in/) portal is as follows -

### **Step 1: Registration -** Open your web browser and go to [e-daakhil.nic.in](https://edaakhil.nic.in/edaakhil/). On the homepage, navigate to the "Complainant/Advocate Section" and click on "Registration". Fill in your details to register for a new user ID.

### **Step 2: Login to Your Account**: Click on Complainant/Advocate Section" and then enter your user ID and password to log in.

### **Step 3: Filing a New Complaint:** After logging in, you will be directed to the user's home screen. Click on the "Filing (By Complainant/Advocate)" dropdown menu and select "File a New Case". Read and accept the disclaimer

**Step 4: Enter Case Details**:

* Enter the claim amount as Rs 15,00,000 (which includes compensation for deficiency of service, mental agony and hardship)
* Select Karnataka as the State and Hassan as the District
* You will then be directed to the ‘Case details’ page.
* Fill in the "Complainant Details", including your name (Bhavya S.S), your address (Jayanagara Extension, Salagame Road, Hassan), your mobile number, and your email address (if you wish to receive notifications about the progress of your complaint)
* Fill in details about the "Respondent" including the name of the Manager and establishment (The Manager/Director, Janapriya 3D/4D Ultra Sound Scan Centre) and the address (Shankar Mutt Road, 2nd Cross, Opposite Ayappa Swamay Temple, K.R Puram, Hassan).
* Since you have sent a legal notice, enter the name of the advocate who is representing you.

**Step 5: Describe the Complaint:**

* Enter the following in the ‘Complaint’ Section - “I visited the Janapriya Scan Centre on 21/04/2015 on the advice of Dr K.R Shareef. I was given an injection by an unskilled person before my scan. This injection caused me to get thrombolysed, and I suffered from acute IWMI changes, mild LV dysfunction, single-vessel coronary artery disease, and spontaneous dissection of RCA. After I developed these conditions, I was immediately referred to Apollo Hospital, where I had to spend a huge sum of Rs 1,03,071 towards treatment and Rs 50,000 for transportation and food for the period of treatment from 21/04/2015 to 26/04/2015. I subsequently sent a legal notice to the service centre but received a negative response denying my claims.”

**Step 4: Upload Documents**

* In the "Document Upload" section, upload the necessary documents, including:
  + - The Complaint document.
    - Affidavit.
    - Memorandum of Parties
    - Supporting documents such as the invoice for the purchase of the heaters.

### **Step 5: Finalize and Submit the complaint**

* Click on the "Preview" button to view a merged document of everything uploaded.
* Confirm that all details and documents are correct by ticking the checkboxes.
* Click "Finalize" to submit the complaint.
* **Acknowledgement**: You will see an acknowledgement that your case has been successfully submitted. The case will now appear under the "Pending Approval" or "Pending Payment" section.

### **Step 6: Payment of Fees -**

### If there is a fee associated with filing your complaint, ensure it is paid as per the instructions.

### **Step 7: Follow-Up**

* To Check the status of your case, log in to the e-daakhil portal periodically to check the status of your complaint.
* Attend any hearings or provide additional information if requested by the forum.

### **Additional Information**

* The complaint and all supporting documents must be paginated and indexed in the required order.

This concludes the process of filing the complaint. Do you have any further questions?

User - No, 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://consumeraffairs.nic.in/ or dial 1800-11-4000 (National Consumer Helpline) for more information.