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

User - On 08/10/2015, I was admitted to a hospital and underwent surgery for Peptic Disorder and Fibroid Uterus. Despite my sugar level being 210 at the time of the operation, an IV drip was inserted into my left hand without taking proper care, causing my left hand to swell up.

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.

User - After I developed these conditions, I informed the doctors about this swelling on 11/10/2015 and was advised to apply ointment, after which I was discharged on 18/10/2015. I suffered severe pain once again on the day after I was discharged - 19/10/2015, and was referred to Dr Deepak at Chord Road Hospital, Bangalore for further treatment. After a check-up, Dr Deepak informed me that the hospital had not properly diagnosed my sugar value before conducting the surgery, which had led to severe swelling, injury and pain. My left hand now has a permanent disability and I am extremely upset and angry.

Consumer Grievance Assistance Chatbot - This must be very distressing Please provide the name and location of the hospital, details of the surgeon who operated on you, and the cost of treatment at the hospital.

User - The hospital is called Mangala Hospital and is located at Sampige Road, Hassan. Dr Ashokgowda is the Chief Administrator and Surgeon at the Hospital. I paid a sum of Rs 3,00,000 for all medicines and treatment.

Consumer Grievance Assistance Chatbot - Thank you. Do you have all the documents such as the receipt for the medicines and treatments, discharge report, and hospital bills from Mangala Hospital?

User - Yes, I have the discharge summary issued by Mangala Hospital along with a Reoprt, test reports, photos of my hand showing disability, discharge summary of Chord Road Hospital (Bangalore), lab investigation report.

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

User - No

Consumer Grievance Assistance Chatbot - This appears to be a case of medical negligence and deficiency of service and medical negligence on the part of the scanning centre. There are 4 remedies available to you.

* Firstly, you can contact Mangala Hospital and explain your grievance and attempt to settle the matter with the Hospital directly.
* Secondly, suppose the Hospital is not willing to settle the matter or you are not satisfied with their response. In that case, you can issue a legal notice to the Hospital via an advocate detailing your grievance and asking for compensation, along with stating your intention to approach the Consumer Commission if they do not comply.
* Thirdly, if the Hospital does not respond to your legal notice or refuses to provide any compensation, you can file a complaint before the specific District Consumer Redressal Forum that has jurisdiction in your case.
* Lastly, you may also 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 Rukmini A.N, and my husband is B.P Giriyappa. I am 41 years old and reside at Udayagiri Extension, Hassan.

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

User - I want a refund of Rs 10,00,000 for the deficiency of service and medical negligence as I spent Rs 3,0,000 toward treatment and medicine expenses. My husband has also suffered financial loss and my left hand has a permanent disability.

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 3,00,000 towards medical expenses, your total consideration would be Rs 10,00,000 (including Rs 7,00,000 as compensation for medical negligence, deficiency of service and mental agony). Further, since you live in Hassan and the service 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 legal notice and the complaint letter?

User - Yes, please.

Consumer Grievance Assistance Consumer Grievance Assistance Chatbot - Here is the **draft** [**Notice**](https://docs.google.com/document/d/1RqH6tMtgvXOdrguaH18MoxnI32eaLcdxq1WSoB8AFNo/edit) and **draft** [**Complaint**](https://docs.google.com/document/d/16XX4mohuChu61pe__S6ZxYlvpmXwxfwbQVmTXGgzYwg/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/1QZuJip_ng612oKsrn4Moqtru2H8U0MNWL-r3cvKhl9U/edit) and [**Memorandum of Parties**](https://docs.google.com/document/d/1pjjq-8W2O9F8XeZms-My7qbM_VNFXrVVHpKengbRHmk/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 10,00,000 (which includes compensation of Rs 7,00,000 for medical negligence, 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 (Rukmini A.N), your address (Udayagiri Extension, 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 Hospital and Chief Surgeon (Dr. Ashokgowda, Chief Administrator and Surgeon, Mangala Hospital) and the address (Sampige Road, Hassan).
* Since you have not sent a legal notice, enter the name of the advocate if you have an advocate to represent you.

**Step 5: Describe the Complaint:**

* Enter the following in the ‘Complaint’ Section - “I was admitted to Mangala Hospital On 08/10/2015, and underwent surgery for Peptic Disorder and Fibroid Uterus. Despite my sugar level being 210 at the time of the operation, an IV drip was inserted into my left hand without taking proper care, causing my left hand to swell up. Due to incorrect diagnosing of my blood sugar level before the operation, my left hand has a permanent disability .”

**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 bill, discharge report, etc.

### **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.