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

User - On 11/05/2020, I took my mother to the hospital after she complained about a pain in her abdomen. She was diagnosed in the hospital by Dr Eshwar Prasad and he recommended that my mother undergo Gall bladder and Uterus surgery on the next day - 12/05/2020 at 7:00 PM. To my utter agony, shock and outrage, I was informed that my mother had passed away due to the failure of the surgery. I am inconsolable as the surgeon did not take the minimum required care and skill during the surgery.

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

User - The hospital is called Janatha Hospital and Research Centre and is located at R.C Road, Hassan. Dr Eshwar Prasad is the Doctor who recommended the surgery and performed the operation.

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 all the medical records related to my mother’s surgery at the hospital.

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

User - Yes, I sent them a legal notice on 19/05/2020 but have not received any reply. I have also filed a police complaint

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 Hospital. Since you have already issued a legal notice to the establishment and have not received any 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 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 Yuvaraja H.S, and my father is Shivanna H.M. I am 21 years old and reside at # 59, Masjid Road, Chikkanalu, Srikantanagar, Hassan - 573 201.

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

User - I want compensation of Rs 10,00,000 for the loss of life of my mother and Rs 5,00,000 for the pain and agony my mother’s passing has caused me. I also want Rs 4,00,000 for deficiency of service, medical negligence and other expenditure.

Consumer Grievance Assistance Chatbot - Thank you. Your total consideration would be Rs 19,00,000 (including Rs 4,00,000 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/1Y7nx3q9BzY8zqakv6goOUDL7Iw2tNKD-p6l85YKGBio/edit) and **draft** [**Complaint**](https://docs.google.com/document/d/1HmadsuZATBIgod4kdHRc9K8c7sNIM_k6vaJx01QBGFs/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/1bShWZGksEkmZXx1KDpd8TAwEd9mPkSNv2P6QWOO0YEs/edit) and [**Memorandum of Parties**](https://docs.google.com/document/d/1rM0XCw3869kWDd02Maxwf08hKwlxOoSKVyDk3BTAUZ0/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 19,00,000 (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 (Yuvaraja H.S), your address (# 59, Masjid Road, Chikkanalu, Srikantanagar, Hassan - 573 201), 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 Surgeon (Dr. Eshwar Prasad, Janatha Hospital and Research Centre) and the address (R.C Road, Hassan - 573 201).
* 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.