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

**User**: My name is Yogesh Ramkumar Pal and I want to file a complaint for medical negligence against Shree Hospital and the doctors who treated me.

**Consumer Grievance Assistance Chatbot**: I'm really sorry to hear that you had such a distressing experience. To help you better, could you please provide me with the dates and a brief summary of the events leading to your grievance?

**User**: Sure. After an accident on 22/10/2020, I was hospitalized and treated at Shree Hospital. I was discharged the next day, but due to a lack of sensation in my right leg, I was readmitted on 25/10/2020. They referred me to KEM Hospital, where I had to undergo amputation due to complications from the initial treatment.  
  
**Consumer Grievance Assistance Chatbot:** Since this is a peculiar case, please be careful and provide me all the details. Start with Your name and address, as well as of any other parties involved, age, mobile number, email address, etc. Then please tell me in detail what happened, all events and dates etc since then I can properly help you to the best of my ability.   
  
**User**: My name is Yogesh Ramkumar Pal, I'm 19 years old. My father is Ramkumar Sundar Pal, he’s 45 years old, our address is Shri Ram Nagar, Lahan Mhasoba Maidan Chawl No.1, Room no.7, In front of Ganesh Niwas, Kalyan (West), District Thane. On 22/10/2020, I met with a bike accident and suffered an injury to my right knee. I was taken to Shree Hospital around 5 pm and admitted by my father. The hospital address is Shree Hospital (Godbole Hospital) located at Shree (Godbole) Hospital, Shree Ganesh Baug, Murbad Road, Kalyan (W), District Thane 421 301. The doctor involved was Dr. Vivek Malvi, Consulting Incharge at Shree Hospital. Dr. Malvi examined me, diagnosed a tibial condyle fracture, performed aspiration of the knee joint and applied a plaster cast on my right leg around 9pm on 22/10/2020. I paid Rs. 15,000/- as hospital bills and was discharged from Shree Hospital on 23/10/2020 around 9am. On 25/10/2020, I had no sensation in my right leg and was unable to walk. I was again admitted to Shree Hospital around 10am but was kept waiting without any treatment or examination by doctors till 5pm. Dr. Prafulla saw me around 5pm and referred me immediately to KEM Hospital Mumbai for further management. At KEM Hospital, due to delay in treatment and tight application of plaster cast at Shree Hospital which blocked blood circulation, my right leg had to be amputated on 29/10/2020. I underwent immense pain and suffering and permanent disability due to the medical negligence by Shree Hospital and Dr. Malvi. My father and I approached the hospital requesting explanation and compensation but they refused to provide any reasonable response.

**Consumer Grievance Assistance Chatbot**: That sounds incredibly difficult. Do you have any receipts or documentation from both Shree Hospital and KEM Hospital that show the treatments and dates of service?

**User**: Yes, I have all the medical bills, discharge summaries, and the referral letter.

**Consumer Grievance Assistance Chatbot**: Those will be important to include with your complaint. Have you communicated with Shree Hospital about these issues before deciding to file this complaint?

**User**: I did approach them, but they refused to acknowledge any wrongdoing.

**Consumer Grievance Assistance Chatbot**: Before we proceed with filing a formal complaint, you should be aware that there are several steps you can take if you've suffered from medical negligence. It’s important to exhaust these options, as they may provide a quicker and simpler resolution.

**User** : What do you suggest I do first?

**Consumer Grievance Assistance Chatbot**: Initially, it’s advisable to send a legal notice to the Medical Superintendent of the hospital involved in your treatment. Do you want me to prepare a draft for the same?

**User**: Yes, please.

**Consumer Grievance Assistance Chatbot:** Okay. Before that can you provide the specific names and addresses of the hospital and doctors involved?

**User**: Yes, the primary hospital is Shree Hospital, operated by Dr. Sanjay Godbole, and the consulting in-charge was Dr. Vivek Malvi. Both are located at Shree Ganesh Baug, Murbad Road, Kalyan (W), District Thane 421 301.

Consumer Grievance Assistance Chatbot: Here is your [notice](https://docs.google.com/document/d/1SYr6DdBb5IZiuSXmSXb3U-bPMxd-YnouqIhf2_g6a3c/edit). Once you send this notice, they should respond within 30 days.

**User**: And if they don’t respond?

**Consumer Grievance Assistance Chatbot**: If there's no response, or if the response is not satisfactory, you should escalate the complaint to the Chief Medical Officer or Civil Surgeon of your area. Also, do remember to keep the paper trail of all communications.

**User**: Okay, what if that doesn't help?

**Consumer Grievance Assistance Chatbot**: In such a case, the next step would be to submit a written complaint to your State Medical Council. And if the State Medical Council's reply is also unsuitable, you then have the option to approach the Medical Council of India (MCI).

**User**: Is there anything else I can do?

**Consumer Grievance Assistance Chatbot**: Yes. If your complaint has a criminal aspect, such as outright malpractice or negligence that resulted in severe harm or danger to a patient, you can file a complaint with the local police station. However, this typically requires an expert opinion to substantiate the claim of medical negligence.

**User**: I see. And if all this doesn’t resolve my issue?

**Consumer Grievance Assistance Chatbot**: Your final recourse includes filing a complaint with the Consumer Forum or Commission. You can also seek legal remedies through Civil or Criminal Court, depending on the nature and severity of the case. These avenues allow you to pursue damages and hold the healthcare provider accountable for their negligence.

**User**: I think it's time to proceed with the Consumer Forum complaint. I've tried discussing with the hospital, but they haven't been cooperative.

**Consumer Grievance Assistance Chatbot**: Understood, Mr. Pal. I'll guide you through the process of filing a complaint with the Consumer Forum. Let’s gather some more details to proceed with your complaint. Can you please tell me about the compensation you are seeking through this complaint.

**User**: I'm asking for compensation of Rs. 18,00,000 for medical negligence and the cost of litigation. I also want to include The Oriental India Insurance Co. Ltd. in the complaint.

**Consumer Grievance Assistance Chatbot**: Okay. With the information you've provided, we can draft a complaint summarizing your case and include the request for compensation. We will need to compile your medical records, bills, and any correspondence with the hospital to support your claim.

**User**: Great. What’s the next step?

**Consumer Grievance Assistance Chatbot**: The next step is to draft the complaint letter detailing the events, the alleged negligence, and your resulting injuries. We'll then prepare all the supplementary documents to submit to the appropriate consumer forum, considering both your and the opponents' addresses are in District Thane.

Would you like to proceed and draft this document now, Mr. Pal?

**User**: Yes, please help me with the draft.

**Consumer Grievance Assistance Chatbot**: Excellent; I will generate a draft for the complaint. Once completed, you can review it, and then we will discuss how to get it notarised and submitted. Here is your [complaint](https://docs.google.com/document/d/1LjPf41ftr1-VSIc5u40DNq3n581Uyguzn6vf0nHmcsU/edit)

**User**: Thank you for the help. What do I do after finalizing the complaint?

**Consumer Grievance Assistance Chatbot**: After finalizing the complaint, have it notarized along with the affidavit and supporting documents. You can then submit it to the District Consumer Disputes Redressal Commission, Thane. If you’re comfortable with submitting online, I can walk you through the process on the e-Daakhil portal. Would you like assistance with that?

**User**: Yes, I’d appreciate guidance on the online submission process.

**Consumer Grievance Assistance Chatbot**: The e-Daakhil portal has made it simpler for consumers like yourself to lodge complaints. Let's go through the process step by step.

1. **Visit the e-Daakhil Portal**: Start by going to the e-Daakhil portal website at [https://edaakhil.nic.in](https://edaakhil.nic.in/).
2. **Registration**: Click on 'Sign Up' to create a new user account. You will need to provide essential details such as your name, email ID, mobile number, and create a password.
3. **OTP Verification**: Once you complete the signup form, an OTP (One Time Password) will be sent to your mobile number and email for verification purposes. Enter the OTPs received to verify your contact details.
4. **Email Verification**: After registering, check your email inbox for a verification link sent from the portal. You will need to click on this link to verify your email address, which is crucial for communication and notifications regarding your case.
5. **Login to the Portal**: After verifying your details, log in to the e-Daakhil portal using the credentials you created during signup.
6. **File a New Case**: On your dashboard, locate and click the 'File a New Case' option.
7. **Select Complaint Type**: When prompted, choose 'Consumer Complaint' from the dropdown menu to begin the process of filing a new case.
8. **Accept Terms and Conditions**: Before proceeding, read the disclaimer and terms provided carefully. Click on 'Accept' to move forward.
9. **Complaint Details**: You will need to enter details concerning your complaint. This includes personal details, information about the opponents, and a summary of the events that led to the complaint. Accuracy here is crucial, so take your time.
10. **Claim Amount**: Enter the amount you are claiming as compensation, which in your case is Rs. 18,00,000, plus any additional amount you seek for litigation costs.
11. **Upload Documents**: The portal will prompt you to upload all relevant documents supporting your complaint, such as medical bills, treatment records, correspondence with the opponents, and any other evidence that substantiates your claim.
12. **Preview and Submit**: After entering all the details and uploading documents, you'll have the option to preview your complaint. Carefully review all the information entered. If everything is correct, you can finalize your submission by clicking the 'Submit' button.
13. **Payment of Fees**: There may be a nominal fee associated with filing a complaint, which can be paid online through the portal.

**User**: That's quite a lot of steps, but seems straightforward. What happens after I submit my complaint?

**Consumer Grievance Assistance Chatbot**: Once you've submitted your complaint and paid any required fees, the portal will provide you with an acknowledgment receipt. Your case will then be assigned a unique docket number which you can use to track the status of your complaint.

The consumer forum may also schedule a hearing date for your case, and you will be notified of this through the contact details you provided during registration.

Please make sure to check your email regularly for updates, and keep a printed copy of all the submitted documents for your reference.

You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay, Here is your [MoP](https://docs.google.com/document/d/1f7V0z2rnjFlHTi3Nv3m9_03a0yNAn02-JY2ouDk24u0/edit) and [affidavit](https://docs.google.com/document/d/1EyKRCViepiSY_uSC0XCEc00MyFo6mpHPsL58OkjwEnw/edit). Please print and verify the names and addresses on the memorandum of parties. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both documents should be scanned and uploaded to the e-daakhil portal. Do you have any other questions or is there more information you'd like?

User: No, that's all for now. Thanks.

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.