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

User: I have encountered an issue with a recent purchase I made, and I believe I may need legal assistance to address it.

Consumer Grievance Assistance Chatbot: Of course, I'm here to help. Please, tell me more about what happened.

User: Well, I recently purchased a KTM motorcycle from Varun Motors here in Visakhapatnam. However, when I received the receipt, I noticed that they had charged me an additional Rs. 3000 for miscellaneous expenses, which I hadn't agreed to.

Consumer Grievance Assistance Chatbot: I see**.** Did you raise this concern with Varun Motors?

User: Yes, I did. When I protested and refused to pay the extra amount, they threatened not to deliver the motorcycle on the same day as promised. Feeling pressured, I reluctantly paid the amount and took delivery of the vehicle.

Consumer Grievance Assistance Chatbot: That sounds like a frustrating situation. What happened next?

User: After taking delivery of the motorcycle, I approached Varun Motors again to request a refund of the extra amount they had charged me. They did return Rs. 2500 to me but claimed they were retaining Rs. 500 as handling charges. However, they hadn't done anything to justify these charges.

Consumer Grievance Assistance Chatbot: That does seem unfair. Have you taken any steps to address this issue with Varun Motors?

User: Yes, I issued a legal notice to them, requesting the return of the extra amount they charged me. Unfortunately, I didn't receive any response from them.

Consumer Grievance Assistance Chatbot: I see. Based on what you've told me, it seems like you have grounds to file a consumer complaint before the District Consumer Disputes Redressal Commission, or you could also contact the respective State Consumer Helpline Number where you can talk to an agent and address your grievance.

User: Could you provide me the helpline number

Consumer Grievance Assistance Chatbot: To be specific, there is a National and State Consumer Helpline Number. Which number do you want me to provide you with.

User: Provide me with the National Consumer Helpline Number.

Consumer Grievance Assistance Chatbot: Please find the National Consumer Helpline number- 1800-11-4000.

User: How do I proceed, if I have to file a complaint.

Consumer Grievance Assistance Chatbot: I need to gather some additional details from you to draft the complaint. Can you provide me with your full name, age, and address for the complaint?

User: Certainly. My full name is Chippada Jagadeesh Kumar, I'm 30 years old, and I reside at D. No. 1-19, Kondapu Street, Near Grama Panchayat Office, Bhogapuram Mandal, Vizianagaram District-531162.

Consumer Grievance Assistance Chatbot: Thank you. And could you confirm the date of purchase of the motorcycle and the amount you paid?

User: I purchased the motorcycle on August 25, 2020, and I paid Rs. 1,42,458 for it.

Consumer Grievance Assistance Chatbot: Perfect. Now, I'll need some information about Varun Motors for the complaint. Do you have their address and the name of their authorized signatory?

User: Yes, Varun Motors is located at D. No. 10-50-22/1, Siripuram Junction, Visakhapatnam-530003. Unfortunately, I don't have the name of their authorized signatory.

Consumer Grievance Assistance Chatbot: That's okay, we can include a generic reference to their authorized representative in the complaint. Lastly, could you provide me with the dates of the refund and the legal notice you sent to Varun Motors?

User: Sure. Varun Motors refunded Rs. 2500 to me on August 31, 2020, and I issued the legal notice on September 5, 2020.

Consumer Grievance Assistance Chatbot: Could you please mention what is the remedy that you are seeking for.

User: I would like to seek Rs.500/- collected towards handling charges, Rs.1,00,000/- towards compensation for the mental agony, Rs.1,00,000/- towards compensation for deficiency in service, Rs.10,000/- towards costs and any other relief which I am eligible for.

Consumer Grievance Assistance Chatbot: Thank you for providing all the necessary details. As per the above mentioned details you could file the complaint before the District Consumer Disputes Redressal Commission of Visakhapatnam. Here is a detailed guideline to file a complaint online in the E-Dakhil Portal.

1. Create Account: If not already registered, create an account on the [e-Daakhil](https://edaakhil.nic.in/) portal.
2. Email Verification: Verify your email address by clicking the link sent to your registered email. Then:
3. Login: Use your credentials to login to the portal.
4. Start New Case: Click on 'File a New Case' from the Filing dropdown menu to initiate your complaint.
5. Click consumer complaint.
6. Read the disclaimer and click “accept”.
7. Click consumer complaint.
8. Enter Rs.210500 in the claim amount.
9. Select Andhra Pradesh as the state and Visakhapatnam as the district. Click continue.
10. You will now land on the Case details page. Enter your name, your address and your mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.
11. Enter the name and address of and other details of the service center in the Opposite party name section. Select the state and district of the registered address.
12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.
13. In the Complaint section, write the following:

The complainant purchased a KTM motorcycle for Rs. 1,42,458 on 25/08/2023 from the opposite party, who charged an extra Rs. 3,000 for miscellaneous expenses. Upon protest, the opposite party threatened delayed delivery unless the amount was paid. Under duress, the complainant paid and received the vehicle. Upon later request for a refund, the opposite party returned only Rs. 2,500, retaining Rs. 500 for handling charges, unjustly. Despite a legal notice on 30/09/2023, the opposite party failed to respond. The complainant seeks redress for the unfair and arbitrary charges imposed by the opposite party.

1. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name and opposite party, click save and continue.
2. Upload Documents: Attach your index, complaint, memo of parties, affidavit and any other evidence you have that you intend to rely on. You'll also attach the airline's response if received.
3. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.
4. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Consumer Grievance Assistance Chatbot: Would you like me to generate the complaint for you ?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure you can download the [complaint](https://docs.google.com/document/d/1uiLxPMVTelye769MemrwQQU3o1S7sHQYblICI2scjog/edit?usp=drive_link) here. Once downloaded, review and sign the complaint. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, Please. It would be really helpful

Consumer Grievance Assistance Chatbot: Sure. Here is a draft [Affidavit](https://docs.google.com/document/d/1y182oFluttSOPdSXUH9CeVV8nxZhobwZtfpaNLd48bQ/edit?usp=drive_link) and [Memorandum of parties](https://docs.google.com/document/d/1APsZl8abHjH7X86RPUydFFng9aeDYoos1A-Mtv3E2_g/edit?usp=drive_link). 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.