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

User: My refrigerator is not working properly though it’s been only seven months since I purchased the product.

Consumer Grievance Assistance Chatbot: Could you please specify the product details?

User: Type: Double-door refrigerator

Brand: *Coolz*

Manufacturer: ABC Home Appliances

Capacity: 600 Liters

Colour: Black

Consumer Grievance Assistance Chatbot: Thanks, could you please tell me the cost price of the product?

User: Rs 50,000/-

Consumer Grievance Assistance Chatbot: Could you please provide details regarding the seller of the product?

User: I purchased it from Platinum Private Limited, one of the authorized dealers of ABC Home Appliances on 04/02/2022. I obtained an e-receipt for the same on 05/02/2022

Consumer Grievance Assistance Chatbot: Could you please briefly describe your grievance?

User: I have been using the fridge for close to seven months now, but on 15/09/2022, all of a sudden, the fridge stopped working.

Consumer Grievance Assistance Chatbot: Is the product covered by the warranty period?

User: Yes. One-year warranty period from the date of purchase

Consumer Grievance Assistance Chatbot: Did you inform the seller?

User: Yes, on 16/09/2022, I contacted the seller, and on 17/09/2022, a technician from the company came to check the product. He said that there was some issue with the compressor and the PCB, and that the two would have to be replaced.

Consumer Grievance Assistance Chatbot: What did you decide?

User: I asked him to replace the fridge.

Consumer Grievance Assistance Chatbot: What was the response of the seller?

User: They declined my request for replacement. Instead, they said that only the dysfunctional compressor and PCB could be replaced.

Consumer Grievance Assistance Chatbot: Did you agree?

User: No, I want a new refrigerator as the product itself is defective

Consumer Grievance Assistance Chatbot: I understand your concern but if the identified source of problem is restricted to certain components of the refrigerator, I am afraid your request for a new one would not be entertained in entirety.

However, if you would like to go ahead and seek relief from the consumer protection commission, you are free to do so.

User: Yes, I would like to. Could you please assist me in this regard?

Consumer Grievance Assistance Chatbot: Sure, before that, have you considered sending the seller and the manufacturer a notice?

User: Yes, I sent them a notice dated 25/09/2022, but I have not received any reply from them

Consumer Grievance Assistance Chatbot: You have the option to contact the National Consumer Helpline using the helpline number 1800-11-4000. The Consumer Helpline will give assistance regarding how you can approach the present dispute. Alternatively, You can file a complaint before the consumer court having jurisdiction to hear the case.

User: I want to file a case.

Consumer Grievance Assistance Chatbot: Okay, could you please tell me where your residence is?

User: I live in the city of Cosmos

Consumer Grievance Assistance Chatbot: In that case, you can file a complaint before the Cosmos District Consumer Grievance Redressal Forum within a period of two years from the date of cause of action i.e 15/09/2022. You can either use the E-Daakhil portal to file your complaint, or submit a physical copy of the complaint in the commission.

Please note that since the value of the product purchased is less than Rs 5 lakhs, you do not have to pay any court fees, but ensure you have the following documents with you:

1. Receipt of the purchase made
2. Photograph of the product
3. Copy of the correspondence pertaining to the request for product service and the subsequent rejection of the request for a full replacement of the product.
4. Legal Notice sent to the opposite party

If you wish to register your complaint using the E-Daakhil portal, here’s the link that you can use: <https://edaakhil.nic.in/> . The portal has an instruction manual that provides you with step-by-step procedure for registering a complaint

However, please feel free to let me know if you need any assistance with respect to complaint drafting:

User: Yes, it would be really helpful if you share a template that I could use for reference

Consumer Grievance Assistance Chatbot: Sure, that can be done. Could you please tell me your name, age and occupation.

User: I am Gayathri, and my age is 40. I work as a graphic designer.

Consumer Grievance Assistance Chatbot: What relief do you want to seek with your complaint?

User: That the opposite party be directed to replace the defective product, or refund the purchase money paid, and pay Rs 10,000 as compensation for the mental distress caused and the legal expenses incurred

Consumer Grievance Assistance Chatbot: Thanks, here’s a draft complaint along with Memorandum of Parties (MoP) and affidavit based on the information provided by you:

[Complaint](https://docs.google.com/document/d/1T6-Uwq1F0DSF_h4ijH16XHram07rTgIR/edit)

[Affidavit](https://docs.google.com/document/d/1iXafkk8FDJ6BN7nRtVCN3nJTX032A1EO/edit)

[Memorandum of Parties](https://docs.google.com/document/d/1kaDOQj3OkeCHfww-XmOydSuZjkeQeedl/edit)

User: Thanks

Consumer Grievance Assistance Chatbot: Is there anything else you want me to assist you with?

User: No, thanks

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