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

User: I purchased certain goods from a manufacturing company, but 95% of the goods were delivered in a damaged condition, and some were missing.

Consumer Grievance Assistance Chatbot: Okay. I can help you with filing a consumer complaint. But first, let me understand the full details of your case.

User: I Paid Rs 11,00,000 for purchasing goods (Receipt No. T6745). However, 95% of the goods were found to be damaged. When informed, the company stated that damaged goods would be replaced. Also, goods worth Rs 3,00,000 are still pending with the opposite party (Cynosure Private Limited).

Consumer Grievance Assistance Chatbot: Okay. Is there anything else you would want me to know about the incident?

User: As per the agreement, I rented an office and a warehouse for Rs 18,000 per month to store the goods and run the office on behalf of the opposite parties. Further, a sales executive was appointed, but the company neither sent the fresh consignment nor the salary for the staff member.

Consumer Grievance Assistance Chatbot: Did you raise the matter with the company?

User: Yes, I did. Multiple emails were sent but received no response to any of them

Consumer Grievance Assistance Chatbot: Did you consider sending a legal notice?

User: Yes. Sent a legal notice on 23/02/2021 (23rd February 2021) whereby the company was advised to comply with the request of the complainant to pay Rs 3,00,000 towards the value of the goods not, reimburse the payment made towards the salary and the rent of the warehouse, and 1,00,000 as compensation, but received no response.

Consumer Grievance Assistance Chatbot: Okay. It looks like yours is a commercial dispute as the goods were not purchased for personal use, hence out of the ambit of Consumer Protection Act, 2019, but if you would still like to go ahead with the application, you are free to do so.

User: Yes

Consumer Grievance Assistance Chatbot: Do you wish to file a consumer complaint?

User: Yes, I would like to.

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. 08/02/2022. You can either use the E-Daakhil portal to file your complaint or submit a physical copy of the complaint to the commission.

Please note that since the value of the consideration is more than Rs 5 lakhs, you have to pay court fees, and ensure you have the following documents with you:

1. Original bill/invoice
2. Copy of the correspondence with the opposite party regarding the supply of goods
3. Original legal notice

For information on court fees, click here

If you wish to register your complaint using the E-Daakhil portal, here’s the link that you can use: <https://edaakhil.nic.in/> .

Below is the process for filing a consumer complaint in the Cosmos District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:

1. Create an 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 log in 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 the amount you need as compensation in the claim amount.

9. Select the state and 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 Opposite party’s details

12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.

13. Fill the complaint section by describing your grievance. Please mention the dates, if

applicable.

14. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

15. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

16. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

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

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, occupation, address and the company’s name and address?

User: I am Bruno, and my age is 45. I work as a graphic designer. My residential address is 56/879, 4th street, Sunset Avenue, Cosmos- 32.

Name: Cynosure Private Limited, represented by its manager

Address: 2nd Cross Street, Jeevan Nagar, Cosmos-60

Consumer Grievance Assistance Chatbot: What is the relief that you want?

User: Rs 3,00,000 towards the value of the goods not sent, reimburse the payment made towards the salary and the rent of the warehouse and Rs 1,00,000 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 that you can further modify based on the information provided by you:

[Complaint](https://docs.google.com/document/d/1v2D3Dpz69Hp2hCnbG189CteV1DBAWC9Z/edit)

[MoP](https://docs.google.com/document/d/1P3KRSh3p7nqfpxmrglbhoRPhoM8cYbW9/edit)

[Affidavit](https://docs.google.com/document/d/1_x9pHdtmEaMy0zxZY7XZFmEttQK2PCqu/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.

User: Thanks

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

User: No, 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.