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

User: I bought a product recently, and was charged more than the MRP. What do I do now?

**Consumer Grievance Assistance Chatbot: Okay**. **To help me serve you better, could you please provide me with more details regarding the incident?**

User: On 04/02/2022, around 2:30 pm, I visited the Malati Nagar branch of ABC footwear Private Limited located in the city of Cosmos, and purchased a pair of shoes manufactured by *Elegance.* According to the price tag attached to the product, the MRP was Rs 600, but I was charged Rs 680.

**Consumer Grievance Assistance Chatbot: Okay. Did they give you any reason for the discrepancy in the prices charged?**

User: They did not give any proper reason. They just said it was due to the taxes levied on the product. I also registered a grievance on the website, but to no avail.

**Consumer Grievance Assistance Chatbot: Okay. Did they produce any proof regarding the increase in taxes?**

User: Not to me.

**Consumer Grievance Assistance Chatbot: In order to initiate action under the consumer protection act, you have to show that the seller engaged in unfair trade practice by charging more than the MRP. Could you please tell me what all documents you have with you to establish your case?**

User: I have the following with me:

* Receipt of the purchase
* Product box with the MRP sticker stuck on it.

**Consumer Grievance Assistance Chatbot: Did you check if there was any notification that was issued recently with respect to modification of taxes on the product category that you purchased?**

User: Yes, there is no such circular.

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

User: Yes, I sent a notice dated 15/02/2022, but their reply was the same.

**Consumer Grievance Assistance Chatbot: Okay. 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. How do you want to proceed?**

User: I want to file a complaint

**Consumer Grievance Assistance Chatbot: In that case, you can file a complaint either online on the E-Daakhil portal, or submit it in person in the District Consumer Protection Commission, Cosmos**

For more information on the E-Daakhil portal, please visit <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 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 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.

If you need any assistance with respect to drafting of a complaint, please feel free to let me know.

User: I need help with drafting the consumer complaint.

**Consumer Grievance Assistance Chatbot: Sure, first, could you please tell me your name, age, occupation and address, and also the name and address of the company?**

User: I am Rithika, aged 30, and I am a software engineer. My residential address is 20/918, III street, Vimala Nagar, Cosmos – 100. I purchased the shoes from ABC footwear Private Limited, 45/914, 2nd street, Malati Nagar, Cosmos-30.

**Consumer Grievance Assistance Chatbot: Could you also please tell me the relief that you are seeking from the other side?**

User: Compensation

**Consumer Grievance Assistance Chatbot: Thanks, here’s a draft complaint along with MoP and Affidavit based on the information provided by you. You can modify it to suit your specific requirements**.

[Complaint](https://docs.google.com/document/d/1pbQTHfW7PBYUWyB1jxVl4MAy0FGe8Im8/edit)

[Memorandum of Parties](https://docs.google.com/document/d/1eRzLQjgZLzWeyAQjZy2A1T9k6r0pLljQ/edit)

[Affidavit](https://docs.google.com/document/d/1M8RMWlhl-pR6zbEMSJvMypcrDye6Ryby/edit)

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/**](https://consumeraffairs.nic.in/) **or dial 1800-11-4000 (National Consumer Helpline) for more information.**