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

User: I was sold a defective mobile phone. What is my remedy?

**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, I visited the Jeevan Nagar branch of ABC Mobiles Private Limited, and purchased a Cenza 6+ bearing IMEI No. 65324519846753 for a sum of Rs 50,000/- On 06/02/2022, two days after the date of purchase, I noticed a deep crack on the top left corner of the display screen, and I had not dropped the phone even once since the purchase.

**Consumer Grievance Assistance Chatbot: I’m sorry to hear that. Have you contacted the retailer?**

User: When I contacted the retailer, I was told that physical damage was not covered, but the point is that the crack existed even at the time of purchase although it was not very apparent/noticeable then. So, when there’s no fault on my part, I should not be expected to adjust with a product of sub-standard quality.

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

User: Warranty period is one year. Actually, I was first told the crack could have occurred due to the pressure exerted by the tight back cover that the company itself provided, and that I could get a replacement, if needed.

**Consumer Grievance Assistance Chatbot: Did you consider raising a formal complaint with the company?**

User: Yes, multiple times. Finally, when I received a reply to my email, I was told I could only get the phone repaired but I would have to bear the expenses which was not acceptable to me as I needed a replacement.

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

User: Yes, I sent a notice on 13/02/2022 asking the complainant to replace the defective product, or return the purchase cost of the mobile phone, and also pay Rs 15,000/- as compensation, but received no reply.

**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 04/02/2022. 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 service availed is less than Rs 5 lakhs, you do not have to pay any court fees, but ensure you have the following documents with yoUser:

1. Original bill/invoice
2. Photograph of the mobile phone received
3. Warranty card
4. Copy of the emails sent to the opposite party
5. Original legal notice

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

**Consumer Grievance Assistance Chatbot**: 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.

**Consumer Grievance Assistance Chatbot: 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 you 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: ABC Mobiles 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: Replace the defective product, or return the purchase cost of the mobile phone, and pay Rs 10,000 as compensation

**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 yoUser:**

[Complaint](https://docs.google.com/document/d/1IbLltQ1Y-lBlPYXuGaKEU3oynEKYZISk/edit)

[MoP](https://docs.google.com/document/d/18RVLCBA88-8lcbDyuNKHRAdo8jrmHkHy/edit)

[Affidavit](https://docs.google.com/document/d/1OUDyfoVh3RGopYQ6pZPgHnCRvuwrpb5M/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/**](https://consumeraffairs.nic.in/) **or dial 1800-11-4000 (National Consumer Helpline) for more information.**