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

User: I purchased a software from a reputed SAAS company, but there were issues with it that were not rectified even after intimation. What do I do now?

**Consumer Grievance Assistance Chatbot: I am sorry to hear that. Could you please give me more information so that I can help you.**

User: On 04/02/2022 (4th February, 2022), I purchased a software for my school Rs 4,50,000/- All the terms and conditions were accepted. The software was installed on 24/02/2022, but from day 1, we have not been able to use the product. We realized that there were some technical issues involved, so brought it to the notice of the company immediately, and even paid Rs 3500 for fixing it.

User: But the company did not provide any kind of technical support. Instead, it terminated the service agreement on 05/05/2022.

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

User: Training sessions on the use of the software were conducted between 20/02/2022 and 23/02/2022.

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

User: Yes, we sent multiple emails, but received no response.

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

User: Yes, sent a legal notice on 10/05/2022 (10th May, 2022 was asked to rectify the issue, or refund the purchase cost within 15 days from the date of receipt of the notice, and also pay Rs 50,000/- as compensation, but received no response

**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 the registered office of your school is?**

User: It is 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 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 you:

Original bill/invoice

Copy of the emails sent to the opposite party

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 your name and address and the company’s name and address?**

Name: ABC Educational Services

Address: 30/597, 4th street, Sunset Avenue, Cosmos- 32

Name: Aesthetics Private Limited

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

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

User: Rectify the issue, or refund the purchase cost and pay Rs 50,000/- 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 you:**

[complaint](https://docs.google.com/document/d/1VWf7S1QTvDlDwKbXx_R5VIl3aC_lrkTxVInEGxVw2n0/edit?usp=sharing)

[MoP](https://docs.google.com/document/d/1ZIZ1KIMTXLNQButltpzjLmkHfkNKHrx27hV_KGDwTPU/edit?usp=sharing)

[Affidavit](https://docs.google.com/document/d/1aab1eKPFykB05pTAgCkGU2KJTX0wfd9914wZHhWFBt0/edit?usp=sharing)

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.**