**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 Mango Food Processing Unit from a manufacturer. I received a second-hand machine in a damaged condition.

**Consumer Grievance Assistance Chatbot: I am sorry to hear that. I need more information to help you. Can you please explain?**

User: I purchased a Mango Food Processing Unit from XYZ Food Machinery. I visited the factory of the opposite party located in Infinity on 14/05/2022 (4th February, 2022), and after due verification, I placed an order for a tray dryer machine and two other machines. On 18-05-2022, the manufacturer sent a quotation for Rs 1,50,000/- On 18/05/2022 and 20/05/2022, I transferred a sum of Rs 50,000/- and Rs 1,00,000/- from my account.

User: On 20/06/2022, after much delay, I received the dryer machine through one GHI Transport, Phobos; however, much to my disappointment, on examination of the product, he realized that the machine was a second-hand one and not in a usable condition.

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

User: Due to non-timely delivery, I suffered a loss of Rs 50,000 as the fruits ripened and later got damaged.

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

User: I sent an email narrating all the facts, and I received a reply on 21/06/2022 in which it was stated that a new machine would be sent within 25 days, but I have not yet received a new one. Sent multiple emails dated 20/07/2022, 01/08/2022 and 05/08/2022 seeking compensation to the tune of Rs 5,00,000 for the deficiency in service, but received no reply.

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

User: Yes, I sent a notice on 10/08/2022 (10th August, 2022) whereby the manufacturer was advised to comply with the request for payment of compensation of Rs 5,00,000 for the mental distress caused, and Rs 10,000/- for the legal expenses incurred

**Consumer Grievance Assistance Chatbot: You can call the national helpline number 1800-11-4000 or 1915 where you can talk to an agent and address your grievances, or you can avail various services** [**available here**](https://consumerhelpline.gov.in/)**. Please feel free to ask me any clarifications regarding each of the options I have presented to you.**

**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 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:

1. Original bill/invoice
2. Photograph of the machine received
3. Copy of the emails sent to the opposite party
4. 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: What is your name?**

User**:** I am Bruno

**Consumer Grievance Assistance Chatbot: What is your age?**

User**:** My age is 45.

**Consumer Grievance Assistance Chatbot: What is your occupation?**

User**:** I work as a graphic designer

**Consumer Grievance Assistance Chatbot: What is your address?**

User**:** My residential address is 56/879, 4th street, Sunset Avenue, Cosmos- 32.

**Consumer Grievance Assistance Chatbot: What is the full name of the opposite party?**

User**:** XYZ Food Machinery

**Consumer Grievance Assistance Chatbot:What is the address of the other party?**

User**:** 2nd Cross Street, Jeevan Nagar, Cosmos-60

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

User: Pay compensation of Rs 5,00,000 for the mental distress caused, and Rs 10,000/- for the legal expenses

**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/12NhrdrdecX75kIwlMG7b6rwGrNCEcyt4/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true)

[MoP](https://docs.google.com/document/d/1vArZlHfiKXT6Dtv7nR0wEXj9RGN_JF6H/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true)

[Affidavit](https://docs.google.com/document/d/1wuwSIlk7HnE-rj_QdiJHYcPAwDuMx-rV/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true)

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.**