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

User: I purchased two personal care products but they were not delivered

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

User: Purchased two personal care products from Elegance using the Elegance mobile application for a sum of Rs 5,000/- Later, I received a phone call from the promotional department saying there was a gift option for the previously ordered product, but I was asked to purchase products worth Rs 5000/- extra in order to avail the offer. I transferred the amount, but my order details did not get updated.

User: Later, I was asked to pay an additional amount of Rs 9000, and I did that too. Till date, I have not received the products.

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

User: Details such as order ID, amount, number of products, and tracking link were sent to my WhatsApp number.

User: Also, I received a refund code but when I used it, an additional amount of Rs 10,000 was debited from my account. When I contacted the opposite party, I was told that the time period for the transaction had expired and that a new code would be generated and shared, but a new code was not shared with the complainant even after 10 days from the date of incident.

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

User: Yes, I did. Sent multiple emails to the opposite party regarding the refund of the sums of money already paid, but received no response

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

User: Yes, I sent a legal notice on 20/09/2021 (20th September 2021) whereby the company was advised to comply with the request for returning the money paid towards the purchase of the products. Moreover, Rs 1,00,000/- was sought as compensation, but no response as yet.

**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 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. Receipt of the order placed
2. Statement of account for the relevant period
3. WhatsApp messages sent by the opposite party
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 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: Elegance 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: Return the money already paid towards the purchase of the products (Rs 29,999.9/-), and also pay Rs 1,00,000/- 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/1V3kOdvBvmdwEaEIX7JixrlhdmxAtgRP3/edit)

[MoP](https://docs.google.com/document/d/1m6jl8LlljBFRPmUL4eFFI1PIW8LnjS2_/edit?usp=drive_link&ouid=105418665490975035644&rtpof=true&sd=true)

[Affidavit](https://docs.google.com/document/d/1UStFby1EcX0cmHXbq1NCnhnOh3u6ugn4/edit?usp=drive_link&ouid=105418665490975035644&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.**