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

User: Hi! My name is Kulwant Singh, and I am from Punjab. I gave some food supplements to a courier service named Jaidka Courier Service so that they could be couriered to my friend. However, the parcel did not reach him at all. I have been trying to reach the courier service for a long time, but they have not responded.

Consumer Grievance Assistance Chatbot: I am sorry for what you have gone through. Can you give me additional details such as for which place you wanted Jaidka Courier Service to deliver the parcel to, the date, how much you paid for the same and the manner of payment.

User: I wanted them to courier them to Doha, Qatar. I gave the supplements to Jaidka on 15.7.2022. I paid 4,000 Rs. for it via Phonepe.

Consumer Grievance Assistance Chatbot: By when did they say that they would get the parcel delivered to Doha?

User: They said it would happen within a week.

Consumer Grievance Assistance Chatbot: May I know if you were provided a tracking number for the courier and the value of the supplements that you sent?

User: They gave me the tracking number but the same is not working. Whenever I go to the website and put the number, I just get a blank screen. The supplements are worth 23, 400 Rs.

Consumer Grievance Assistance Chatbot: Have you approached Jaidka Couriers about the same and did they give you an invoice?  
User: They do not have customer care service, but I have written to them two times and they have not responded. I do have the invoice with me. I have spent 27,400 Rs. on this but it has become of no use, 4,000 that I paid to the courier service and 23,400 Rs. for the supplements. My friend cannot get those supplements either.

Consumer Grievance Assistance Chatbot: May I know the dates when you sent the written communication to Jaidka Couriers?

User: I wrote to them on 9.9.2022 and 1.11.2022. I got no response.

Consumer Grievance Assistance Chatbot: In that case, not delivering the parcel despite having paid for the same amounts to a deficiency in service. Due to this, you have the right to seek redressal, i.e., get a remedy for the same. Let me know what kind of remedy you are seeking and how much you want for the same.

User: I want a refund for the courier charges, for the price of the supplements and compensation for mental agony. I paid 27,400 for the supplements and courier services and I need 20,000 Rs. for mental agony.

Consumer Grievance Assistance Chatbot: In order to get the relief that you are seeking, you can file a complaint before the Consumer Forum that has jurisdiction to hear your case. You can also go for mediation or 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/). The State Consumer Helpline number in Punjab is currently unavailable. Please feel free to ask me any clarifications regarding each of the options I have presented to you.

User: I do not want to try out of court settlement mechanisms as they are not responding to me anyway. I contacted the helpline, but it has not been of much use. So, I have to file a complaint before the consumer forum.

Consumer Grievance Assistance Chatbot: Before you file a complaint, you must send a fifteen-day notice to Jaidka Couriers and if you don't receive a satisfactory response or if you don't receive a response from them after a period of fifteen days, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes, please draft a notice.

Consumer Grievance Assistance Chatbot: In that case, I require some details. I also need details such as the order number, the tracking number and your written communication to Jaidka Couriers about them not having delivered the parcel. You can also upload the invoice for the order and tracking numbers if you wish. You can upload the documents here.

(upon uploading the documents)

Consumer Grievance Assistance Chatbot: What is your full name?

User: My name is Kulwant Singh.

Consumer Grievance Assistance Chatbot: What is your gender?

User: Male

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

User: The full name of the other side is M/s Jaidka Courier Service

Consumer Grievance Assistance Chatbot: What is your address?

User: I live in Village Patto Hira Singh, near Hira Singh Wala, Moga.

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

User: It is situated in Moga Road, Bagha Purana.

Consumer Grievance Assistance Chatbot: Thank you. The notice must mention the relief that you are seeking. Here, you are seeking a refund along with compensation for mental agony. Is it okay if the notice directs the relief to be initiated within fifteen days of it being received by M/s Jaidka Couriers? This is because the notice is for a period of fifteen days.

User: yes, that is not a problem. Please do the needful.

Consumer Grievance Assistance Chatbot: Got it. Do you want to send the notice physically or by email?

User: I prefer sending it physically.

Consumer Grievance Assistance Chatbot: Understood. Based on the information you have provided me; I have drafted a notice. You can access the [notice](https://docs.google.com/document/d/161GZLNU5-52f0unvtwFiZBDpcQbrmy3E/edit?usp=drive_link) here. Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also mention the date in the notice before you send it. If you don't receive a satisfactory response or if you don't receive a response at all, you can initiate legal action by filing a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint?

User: Yes, please provide me with the steps on how I can file a complaint before the consumer forum.

Consumer Grievance Assistance Chatbot: Consumer Grievance Assistance Chatbot: First, I would have to determine which consumer forum has the jurisdiction, i.e., the authority to hear your case. In your case, both you and Jaidka Couriers are situated in Moga. So, the consumer court in Moga is the appropriate forum to hear the case. Do you want me to draft a pre-filled complaint that you can use?

User: Yes, it will be great if you can draft a complaint which I can use.

Consumer Grievance Assistance Chatbot: Great. The complaint will have with it the invoice and your written requests as evidence. What is your father’s name?

User: His name is Jagjit Singh

Consumer Grievance Assistance Chatbot: How old are you?

User: I am 38 years of age.

Consumer Grievance Assistance Chatbot: What is your occupation?

User: I am currently employed as an accounts manager at DEF Corporation.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/19IfGpIKdSAxi-39LBSUpOrU5UCmFqZ9u/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) here. Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the "Memorandum of Parties." Do you want me to provide you with the pre-filled versions of the same?

User: Yes, it will be great if you can do that as well.

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/173oXKpeqxPxae5kCyinEoUzRxN2FoZ7v/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) here and the [Memorandum of Parties](https://docs.google.com/document/d/1pV3Dsr3Lm4JkvDsEc6RkVwgWTiIlD-Oy/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) here. You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarized. In case of any queries regarding how you can get the Affidavit notarized, feel free to approach me anytime. After filling all the documents and getting the affidavit notarized, you can file your complaint on E-daakhil, the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

User: Yes, it will be great if you can give me a step-by-step guide on how I can file this.

Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:-

1. Create an account on [E-daakhil](https://edaakhil.nic.in/).
2. Verify your email address and login.
3. Go to "Consumer Complaint" and accept the terms and conditions by clicking the "accept" button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click "Consumer Complaint" and enter the claim amount that you are seeking.
5. Select Punjab as the State and Moga as the relevant district. Click continue to proceed to the "Case Details" page.
6. On the "Case Details" page, enter all the necessary details, and in case of any queries, please let me know.
7. In the "Party Name" section, enter "M/s Jaidka Courier Service” In the "Advocate" Section, enter the details of your advocate, and if you do not have an advocate, you can leave it blank.
8. In the "Complaint Section," you can provide the following as your complaint: "The Complainant engaged the services of the OP to send a parcel to his friend in Qatar. However, despite giving the Complainant the assurance that the parcel would be delivered in a week’s time, the same has not transpired. Further, the tracking number given by the OP is not working and the OP has not responded to the Complainant’s written requests."
9. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
10. In the next section, verify the details of your complaint and submit your complaint.
11. On the "Pending Complaints" page, you will be required to pay the necessary fees.

Please note that under the Consumer Protection Act 2019, the Consumer Court can request the parties to go for mediation. However, both parties must agree for the matter to be sent for mediation. The process is identical to what I have already told you, with the difference being that the mediation will be conducted by the court-attached mediators. However, if the parties do not arrive at an amicable settlement, the matter is sent back to the court.

User: Got it. 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/> or dial 1800-11-4000 (National Consumer Helpline) for more information.