Consumer Grievance Assistance Chatbot: Hi! I am your consumer grievance assistance tool. Kindly let me know how I can help you. Please give your name and where you are from.

User: Hello, I am Shruti Goyal, and I am from Moga, Punjab. I have a consumer issue with a makeup artist named Arushi Oswal.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that. Can you provide more details about the issue you faced with Arushi Oswal's makeup services?

User: Certainly. I paid Arushi Rs. 5000 in cash and Rs. 5000 by bank transfer for makeup services. However, she hasn't provided me with a receipt for the cash payment.

Consumer Grievance Assistance Chatbot: I understand your concern. To assist you better, can you provide additional details such as the date when you availed the makeup services, the reason that was given to you for not providing you a receipt, whether you availed the service from her personally or whether you availed it from a salon that she operates, any communication you have had with Arushi Oswal after the payment for the receipt, and whether there were any terms discussed regarding providing a receipt?

User: I don’t remember the date I availed the makeup services. I went to her salon, which is named the Arushi Oswal Make-up Academy. She told me that since several other customers were waiting, she would send the receipt to me via Whatsapp later. I have raised multiple requests for the receipt but I have not received a response.

Consumer Grievance Assistance Chatbot: Thank you for providing those details. Is it possible for you to recollect the month when you availed services from here?

User: The month is August, 2022. That much I remember.

Consumer Grievance Assistance Chatbot: Got it. Since you availed the services of the academy, it will be the opposite party and not Arushi Oswal in her personal capacity. Do you have any messages or emails exchanged between you and Arushi Oswal regarding the makeup services and the payment?

User: Yes, I do. I sent her several Whatsapp Messages for the receipt but she has not replied.

Consumer Grievance Assistance Chatbot: Based on what you've told me, it appears there's a lack of documentation for the cash payment, causing you mental agony. You have a valid grievance for which you can seek redressal, i.e., get relief. Let me know what kind of remedy you are seeking and how much you want for the same.

User: I want compensation for mental agony and a refund of 10,000 Rs.. Compensation for mental agony can be 20,000 Rs.

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 contact the Punjab State Consumer Helpline to assist you in this regard. You can find the helpline number [here](http://foodsuppb.gov.in/?q=node/91#google_vignette). Please feel free to ask me any clarifications regarding each of the options I have presented to you.

User: What will happen if I call the state consumer helpline?

Consumer Grievance Assistance Chatbot: The Punjab State Consumer Helpline will hear your grievance and will guide you by providing the steps involved in filing a case. They will also render advice regarding the strength of your case.

User: What about mediation?

Consumer Grievance Assistance Chatbot: mediation is a form of settling disputes outside courts. In mediation, neutral third persons called mediators assist the parties in arriving at an amicable settlement. The mediators cannot decide the case but can only aim for an amicable settlement between the parties. If the parties do not agree for a settlement, then the mediation process comes to an end, resulting in the parties having to seek other methods of settling their dispute, including going to court.

User: Let me directly go to court.

Consumer Grievance Assistance Chatbot: Got it. Before you file a complaint before the forum, you would have to send a fifteen-day notice to Arushi Oswal. If you don't receive a satisfactory response or if you don't receive a response from her 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, it would be helpful if you could draft a notice.

Consumer Grievance Assistance Chatbot: In order to draft a notice, I would require you to send me your full name and address and the opposite party’s, i.e.; the make-up academy’s full name and address.

User: My full name is Shruti Goyal and I live in House No. 689, Street No. 6 of Vedant Nagar, Moga, Punjab. I only have Aarushi Oswal’s Make-up Academy’s address, which is located at 148/1, Oswal Bhawan, Seth Sohan Lal Ln, MJR, Civil Lines, Ludhiana, Punjab-141001. Is this enough?

Consumer Grievance Assistance Chatbot: yes, it is not a problem that you have given Aarushi’s Academy’s address. In the notice, the relief that you are seeking must be mentioned. Here you are seeking a refund along with compensation for mental agony. Is it okay if the notice directs the initiation of a refund of 10,000 Rs. and payment of compensation for mental agony within fifteen days?

User: Yes, that is what I want. I can wait for fifteen days.

Consumer Grievance Assistance Chatbot: Got it. Now, do you want to send the notice by post or by email? If you want it to be via email, please give me your email ID which can be used by Arushi Oswal if she wants to send a reply. What would you prefer?

User: I prefer email. You can use my email address: shruti@gmail.com.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1y72Ipv8jMzluj5fpX2LhTtl5gYwD9mI9/edit) 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 within fifteen days, 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: First, I would have to determine which consumer forum has the jurisdiction, i.e., the authority to hear your case. In your case, you reside in Moga while the Opposite Party carries on business in Ludhiana. Due to this, you can file a complaint in the consumer forum that is in Moga or in Ludhiana. Which option do you prefer?

User: I prefer filing in Moga.

Consumer Grievance Assistance Chatbot: Great. In that 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: For that, I'll need some documents, including any messages or emails exchanged between you and Arushi Oswal regarding the makeup services and payment and the receipt of the bank transfer that you made. I would also require your father or husband’s name, your age and your occupation. You can upload the documents here.

(Upon uploading documents)

User: My husband’s name is Radhe Mohan Garg. I am 29 years old and I work as an architect.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1ncoobO80xbLlXo-Vk4PmACHAAHMQ9zcH/edit) here. 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/1L_IQ2ZaPtGl_skRW5dNW2gPJj-kjUcWx/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1k38a4RDWx0MPl9ZCfXub69jj4Y85r-Lx/edit) 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 the Moga as the 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 "Arushi Oswal Make-up Academy." 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 availed makeup services from the Opposite Party and made a payment of Rs. 5000 in cash and Rs. 5000 through bank transfer. Despite repeated requests, the Opposite Party has failed to provide a receipt for the cash payment, causing mental agony to the Complainant."

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. I will not agree for mediation.

Consumer Grievance Assistance Chatbot: In that case, the consumer court in Moga has to proceed with the case.

User: Got it. Thanks!

Consumer Grievance Assistance Chatbot: You are welcome. Feel free to raise further queries anytime. Best wishes.