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

User: Hi. I need help filing a consumer complaint regarding a product I ordered online which turned out to be defective. I sent it back through the registered post as advised but the parcel got lost in transit.

Consumer Grievance Assistance Chatbot: I understand. Let's take this step-by-step so I can gather all the details to best assist you. Could you start by telling me your name and address?

User: Sure. My name is T. Kavitha, I'm 35 years old and work as a bank employee at the State Bank of India's Mahabubnagar branch. I reside in Mahabubnagar town in the Mahabubnagar district of Telangana.

Consumer Grievance Assistance Chatbot: Thank you for providing your details Ms.Kavitha. Can you now explain what product you had ordered online and from which website? What was the defect you noticed?

User: I had ordered a remote control toy car for my son from Amazon.in 07.01.2019. It was a "Toy House Fast n Furious Lykan Hypersport Car'' worth ₹12,499. When I received the delivery on 15.01.2019., I found that the car had some manufacturing defect. It was not working properly.

Consumer Grievance Assistance Chatbot: Okay. Did you inform the seller or Amazon about this product defect? What response did you get?

User: Yes, I immediately contacted Amazon customer support by email and also left a review detailing the defect. They got back saying I should return the item to them for a refund.

Consumer Grievance Assistance Chatbot: Alright. Can you share more details about how you returned the defective toy car? Which courier service did you use and do you have any shipment receipt or tracking ID?

User: Amazon instructed me to send it back through India Post as they have a tie-up. As advised, on 12th Feb 2019, I shipped the product from the Mahabubnagar post office to Amazon's warehouse in Gurgaon, Haryana. It was registered parcel number CA012164954IN and I paid ₹650 postal charges.Even after 2-3 weeks, the tracking status still showed that the parcel was in transit. So I started following up with the post office repeatedly to trace it but there was no proper response.

Consumer Grievance Assistance Chatbot: I understand. What was the final update you received about your parcel? Did you get any written communication from the post office about it?

User: After almost 6 months of me persistently following up, the Mahabubnagar post office finally sent me a letter saying my parcel was received in Gurgaon sorting facility but then they lost track of it and couldn't trace it anymore.

Consumer Grievance Assistance Chatbot: That must have been very frustrating for you. Did the post office offer any compensation or resolution for losing your parcel?

User: Yes, in their letter dated 23rd September 2019, they said they were closing the case and offered me Rs. 500 as goodwill compensation. I refused to accept it since the toy car was worth ₹12,499. This is totally unfair.

Consumer Grievance Assistance Chatbot: You're absolutely right. Losing a customer's package is a deficiency in service. Did you take up this issue further with higher authorities in the postal department?

User: I complained to the senior officials through their public grievance portal. But other than sympathising, they also did not offer any resolution.

Consumer Grievance Assistance Chatbot: It would be good to send a legal notice to the opposite party. Maybe you get the remedy that you were looking for.

User: Kindly draft a legal notice.

Consumer Grievance Assistance Chatbot: Here is the pre-drafted [notice](https://docs.google.com/document/d/174EGNMYiOilknAimA-7TqDwluhXsCQgOuC2vd2b-DsY/edit) that you can send to the opposite party and ask for the sum of Rs. 12,499/- towards the cost of the toy car sent through the registered post and pay Rs.2000 towards the notice. If this also does not work you can look go forward to file a consumer complaint against the opposite party.In case you get any problem in the above process or have any doubt, I would suggest you contact the state consumer helpline at 1800-425-00333 Call centre Assistants are available between 9-30 AM to 6-00 PM on all working days of Government of Telangana or you can call the National Consumer Helpline at 1800-11-4000 for information, advice, or guidance on complaints. You can also call 14404 or send a message to 8130009809. You can also register a complaint through the NCH app. Is there anything else you need?

User: Please draft a consumer complaint as given the conduct of the opposite party I don't have much hope that the opposite party would give me proper redressal.

Consumer Grievance Assistance Chatbot: You have come to the right place, I would draft the complaint. But for this I need some additional information, like the name of the parties, your name and the name of the opposite party, age, occupation, address. In the present case we should make the post office and Amazon as the opposite parties. Based on that I would also recommend a jurisdiction in which the complaint can be filed.

User: Mention my address as Ms. T. Kavitha W/o G. Rajendra Prasad Aged about 35 years

Occupation: Bank Employee State Bank of India, Mahabubnagar Main Branch Mahabubnagar, Mahabubnagar District and mention the opposite party address as 1. The Authorised Signatory Amazon Seller Services Pvt. Ltd. Regd Office: Rect Killa No.38/18/2, Min 192/122/1, 196/2/1/1, 37/15/1, Adjacent to Starex School, Village: Binola, National Highway-8, Tehsil-Manesar, Gurgaon, Haryana-122413 2. The Superintendent, Head Post Office Mahabubnagar, Mahabubnagar District

Consumer Grievance Assistance Chatbot: Based on the information provided you can file a consumer complaint at the District Consumer Dispute Redressal Commission at Mahabubnagar and Gurgaon.

User: I would like to file the complaint in Mahabubnagar.

Consumer Grievance Assistance Chatbot: Could you please tell what relief you expect from the court, for deficiency in service on the part of the opposite party.

User: I would like to get a new toy car of the same model or return the costs of the toy car i.e Rs. 12,499 along with 36% interest and to Rs.50,000/- towards compensation for mental agony, unfair trade practise and deficiency of service and Rs.10,000/- towards costs of the complaint.

Consumer Grievance Assistance Chatbot: I will draft a consumer complaint against both Amazon and the post office to get justice. Can you please let me know the evidence that you have to support your claim, postal receipt and other documents.

User: I have all the documents ready like the invoice of purchase, complaint regarding the defect in the toy, the compensation given by the post office for losing the parcel etc.

Consumer Grievance Assistance Chatbot: Thank you. On the basis of the evidence and statements that you have informed us about, I have drafted a pre-filled [complaint](https://docs.google.com/document/d/1GknkU9K1ttxGyPz_riechYF5I9cOdlZHVF6llJNjlhQ/edit?usp=drive_link) . 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.

The Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/1B4q3GthDj9vOfOcRDt-AUZmj09VG_rafQG9z5maajRw/edit?usp=drive_link) and the [Memorandum of Parties](https://docs.google.com/document/d/1e5HRZc4bXefjpasl3TeNZOwVzQEwC675OgwYztQSc_0/edit?usp=drive_link). You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. In case of any queries regarding how you can get the Affidavit notarised, feel free to approach me anytime. After filling all the documents and getting the affidavit notarised, 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.
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 Telangana as the State and Mahaboob nagar 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 the name of the parties. 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 ordered a toy car worth Rs. 12,499 from Amazon, which was delivered defective. Despite returning it through a registered post and paying Rs. 650 in postal charges, the parcel was lost, and the Post Office compensated only Rs. 500. The negligence of the Post Office resulted in Ms. Consumer being deprived of the toy car's cost. She seeks reimbursement, 12% interest, Rs. 10,000 in costs, and appropriate orders from the Consumer Disputes Redressal Commission.

1. 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.
2. In the next section, verify the details of your complaint and submit your complaint.
3. 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. 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 Mahabubnagar has to proceed with the case.

User: No. Thank you very much for the assistance!

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.