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

User: I recently bought a spectacle which has caused my severe headache. What should I do?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your experience. Can you please provide more details? Specifically, when did you purchase the spectacle, from where did you buy it and when did you start having headaches?

User: I contacted Specs World located in Karuvelippady, Opp. T B. Hospital, Karuvelippady, Cochin, Pin-682005, as my old spectacles had scratched. Upon checkup, the shop owner recommended that I change both the lens as well as the frame. Soon after purchase, I started having headaches.

Consumer Grievance Assistance Chatbot: Okay. Can you provide the amount you paid for the spectacle? Also, do you have its invoice? The invoice will be your proof of purchase.

User: Yes, I do have an invoice. The amount I paid was Rs. 1,300. However, the store only gave an invoice of Rs. 800.

Consumer Grievance Assistance Chatbot: Thank you for sharing the details. Under the Consumer Protection Act, 2019 in India, you have the right to seek redressal for defective goods. What sort of remedy are you looking for? Do note that you can also claim compensation for mental agony suffered, the cost of legal proceedings, if any, along with a refund for defective goods.

User: I want a full refund of Rs 1,300 and Rs 1,500 as compensation.

Consumer Grievance Assistance Chatbot: Okay. Have you tried contacting the seller for the issue you have faced? If yes, what was their response?

User: Yes, I did complain of the issue to the seller. But no satisfactory response was received by them.

Consumer Grievance Assistance Chatbot: Okay. In that case, you can send them a formal notice. Do you want me to prepare a draft for the same?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay. Before that please provide complete details of you and the opposite party including both of your addresses.

User: My name is M.U.Sadarudheen, resident of House No.11/617, Indira Nagar, Thoppumpady, Cochin- 682 005.

The opposite party is Specs World located in Karuvelippady, Opp. T B. Hospital, Karuvelippady, Cochin, Pin-682 005.

Consumer Grievance Assistance Chatbot: Okay. Here is the [notice](https://docs.google.com/document/d/1m5KaHUUg0MUmMiK3AvZ9sa4mnnUHFFjL_ZwX_-rUOxA/edit). Please review this draft letter. You'll need to send it to Specs World’s email, which should be found over the internet, along with a copy of your invoice and warranty slip. Once you send this notice, Specs World should respond within 15 days. If they don't, or if you're not satisfied with their response, the next step you can take is to file a complaint with the consumer court.

User: How do I go about filing a complaint in court?

Consumer Grievance Assistance Chatbot: Good question. First, determine the jurisdiction. You have the option to file either in Ernakulam, where you reside, or where Specs World has its registered office. Which would you prefer?

User: Ernakulam is more convenient for me.

Consumer Grievance Assistance Chatbot: Great. In that case, you can file it in the Ernakulam District Consumer Court. You'll need to submit several documents, including the legal notice you sent, their response (if any), and any evidence like invoice of purchase, and evidence of the defects claimed (if any). I can generate a checklist for you. Would that be helpful?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is the checklist:

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 2,800 in the claim amount.
9. Select Kerala as the state and Ernakulam as 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 Specs World in the Opposite party name section. Enter its address in the opposite party address section. Select the state and district of the registered address.
12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.
13. In the Complaint section, write the following:

“I bought a spectacle from the opposite party which caused me severe headache when used. The opposite party failed to provide a solution or refund the amount despite repeated requests.”

1. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name and opposite party, click save and continue.
2. Upload Documents: Attach your index, complaint, memo of parties, affidavit and any other evidence you have that you intend to rely on. You'll also need to attach the opposite party’s response if received.
3. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.
4. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Do you want me to draft a complaint letter for you?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure. Here is the draft [complaint](https://docs.google.com/document/d/1aCC89JoGxIN2nuKUl2qZhzInofLK27NwF1VsvslZytk/edit). Once downloaded, fill in any other detail you think is necessary and sign the complaint and verification before a notary public. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay, you can find the [memorandum of parties](https://docs.google.com/document/d/1LO9QuxbIaZwWAafn6NdlhgRsym-bLwBQ4VsOv3dhZbc/edit) here and the [affidavit](https://docs.google.com/document/d/1kw58kgXx_PxYKKaUSpACnlXwLjLjNJsmHdbTaRMiSsM/edit) here. 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. Do you have any other questions or is there more information you'd like?

User: No, that's all for now. 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.