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

User: I lost my cable connection due to which I couldn’t watch the entire FIFA World Cup. What remedy do I have?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your experience. Can you please provide more details about the incident?

User: I subscribed to the cable service for two years (July 2016 - Oct 2018) and made timely payments. However, from June 16th, 2018, I lost the cable connection. Despite contacting the cable service provider 14 times and receiving a complaint number, the issue wasn't resolved for over 10 days. I missed the FIFA World Cup and am still facing continued service disruption. So, I got a new connection elsewhere for Rs. 4,000.

Consumer Grievance Assistance Chatbot: Okay. This amounts to deficiency of service under the Indian Consumer Protection Act, 2019. What do you want as a remedy? Do note that you can also claim compensation for mental agony suffered, the cost of legal proceedings, if any, along with a refund of the amount paid for the cable connection.

User: I want a full refund of Rs. 3,840 for the unused portion of the cable connection and Rs. 4,000 for the new connection. I also want Rs. 10,000 as compensation for the mental agony suffered.

Consumer Grievance Assistance Chatbot: Okay. As your first remedy, since you have already contacted the service provider, you can send a formal notice to them. 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 Sunil Chammany, S/o. C.X. Thomas, and a resident of Chammany House, Near Pancharatna Apartments, Ponoth Road, Eranakulam, Kochi – 17.

The cable service provider is Asianet Satellite Communications Ltd., having its office in Ernakulam North (GA06), Door No. 48/348, Atagore Lane, Backside of Federal B, Ernakulam, Kochi – 18.

Consumer Grievance Assistance Chatbot: Okay. Here is a draft [notice](https://docs.google.com/document/d/1VtKw8xscDkOuxX2K2qF4IMGz9mrgIlu0HaZu6IUpmH0/edit). Please review this draft letter. You'll need to send it to Asianet’s email, which should be found over the internet, along with a copy of your invoice and any evidence of service disruption. Once you send this notice, Asianet 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 Asianet has its registered office. Where 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 to the company, their response (if any), and any evidence like invoice of purchase and evidence of the deficency claimed. 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 27,840 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 Asianet Satellite Communications Ltd. 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 have faced a deficiency in cable TV service from the opposite party during FIFA World Cup”.

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/1tMF8RN8sPnYfxhlm5M2bzkRkxNz8x4lb-HwYbAMfP48/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/1nVK0LnEVCuibxpoqxd2edad8ro-fDxh-6VAno79javo/edit) here and the [affidavit](https://docs.google.com/document/d/1g8SEHgBuGgm1fYWZXnDdJfnb1X2CqCWDM3WNx08zOXg/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.