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

User: I ordered and paid for 100kg pepper and 1kg cumin from the opposite party but never received the items. What are my remedies?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your experience. Can you please provide more details about the incident? Specify from where you bought it, the date of purchase and other details you think are relevant.

User: I ordered 100 kg of pepper and 1 kg cumin in two orders from Real More International via vide order no. 2, 4. I paid the full amount of Rs.21,800/- and Rs. 20,895/-, vide Invoice no. W2, Date: 10/12/2021 in advance. In fact, I was also provided the lorry receipts of the same through Whatsapp and Mr Ashik, claiming to be the CEO of the company stated that the item was dispatched. However, the receipts were fake and nothing was ever dispatched.

Consumer Grievance Assistance Chatbot: Okay, and did you try to report this issue with the company itself?

User: Yes, I did report the issue to them several times. In fact, I visited their office multiple times but it was often locked. I even asked them to either provide the product or refund the full amount paid but have received no satisfactory response.

Consumer Grievance Assistance Chatbot: Based on the information provided, this is a clear case of fraud, negligence and unfair trade practice which is punishable both under IPC and CPA, 2019. Do you want to file a criminal case or you merely want compensation as a remedy?

User: I only want compensation.

Consumer Grievance Assistance Chatbot: How much compensation do you want? 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 the amount paid (Rs 42,695) and compensation of Rs 20,000.

Consumer Grievance Assistance Chatbot: Okay. As your first remedy, you can first send them a legal notice. Do you want me to draft the same?

User: Yes, please.

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

User: My name is Balachandran T , S/o.M Kuttisankaran. I am a resident of House No 9, Lane No 32, Janatha Road, Vytilla, Ernakulam-682019.

M/S Real More International Pvt.Ltd., is located in Pipe line road, Near Govt. LP School,Padivattom Post, Ernakulam- 682025.

Consumer Grievance Assistance Chatbot: Okay. Here is a draft [notice](https://docs.google.com/document/d/1K8nkitPRxzCRDj3BIfxMYbpLrO3pN_H_xtXb1EN86eo/edit). Please review this draft letter. You'll need to send it to Real More’s email, which should be found over the internet, along with a copy of your lorry receipts and other evidence. Once you send this notice, they 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 Real More has its 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 Real More, their response (if any), and any evidence like invoice of purchase, and evidence of the deficiency 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 the amount you want to claim as compensation 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 Real More 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 ordered and paid for 100kg pepper and 1kg cumin from the opposite party but never received the items”.

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/1uo1jl9cD5lP6sR6kJzgvu1DplDjtAMGrzaxJiqz8dMY/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/1nA_g0nYqTiKlkrsShurrZ0FWRFd2rDSzrSdYiyTHnWg/edit) here and the [affidavit](https://docs.google.com/document/d/1afoHL1GpF8x30c_x0FjS9CbWRgjrjCNZpwRhttLWycY/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.