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

User: The printed copies I ordered were delivered late, and not by the agreed deadline. This has caused me inconvenience. 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 the company through which you booked to print the copies, why you need them, the date of booking and other details you think are relevant.

User: I am an author and have written a book titled "History & Science of Numbers". I contacted Theressa Offset Printers & New India Press to print copies of the same. On 16th July, 2016, they sent me a quotation via email offering to print 500 copies at Rs 31,690. I accepted their offer and placed the order. My mail clearly stated that the book to be printed would be sent in ‘word-format’ and that the printed copies would be delivered by the end of July 2016.

When I sent the book in word format on 17th July 2016, they telephoned me and stated that the word format of the book had to be converted into "page-make” format and demanded an additional amount of Rs. 5,000/- for the conversion. Thus, I converted the book to page-maker format myself by spending Rs 4,000 and sent the same to the printing press on 26th July 2016.

Consumer Grievance Assistance Chatbot: Okay, and what did the printing press do? Did they deliver the copies?

User: No. While they assured to deliver by 2nd August 2016, they failed to do so. In fact, I was forced to pay a hiked amount (greater than the initially agreed amount of Rs 31,690) of Rs 34,150 on 11th August 2016 since there was no alternative printer available. This cheque was encashed by the press on the very next day.

Consumer Grievance Assistance Chatbot: This means that you were forced to spend Rs 2,460 as additional printing charge and Rs 4,000 towards conversion charge. Am I right?

User: Yes.

Consumer Grievance Assistance Chatbot: Okay. Please specify what kind of loss you faced because of this issue.

User: My book was scheduled for presentation at a major function attended by the Governor of Goa. Thus, I was forced to pay additional charges as I could not delay the presentation.

Consumer Grievance Assistance Chatbot: Based on the information provided, the press is liable for deficiency in service and unfair trade practice under the Indian Consumer Protection Act. 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 refund of the additional amount paid (Rs 6,460) and Rs 25,000 as compensation for the mental agony suffered and unfair trade practice committed. I also want to claim the cost of the proceedings.

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 the printing press including both of your addresses.

User: My name is Thomas George, S/o M.M. George. I am a resident of 1 C, Concert 'O' Castle, Main Avenue, Panampilly Nagar, Kochi-682036.

Peter Job is the Proprietor of Theressa Offset Printers & New India Press. It is located in Kidangoor P.O., Angamaly, 683572. Its email address is [newindiapress@gmail.com](mailto:newindiapress@gmail.com).

Consumer Grievance Assistance Chatbot: Okay. Please find a draft [notice](https://docs.google.com/document/d/18csWRbpqqUYvbUf7W9p6DOj5nfr4vWcuR-m8Ubtd8Wk/edit). Please review this draft letter. You'll need to send it to Peter Job’s personal email or the press’s email, which should be found over the internet, along with a copy of your email communications 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 the printing press 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 the printing press, 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 Theressa Offset Printers & New India Press 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:

“The printed copies I ordered were delivered late, and not by the agreed deadline. This has caused me inconvenience”.

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. Please find the draft [complaint](https://docs.google.com/document/d/1HXaBcFe4eFv3B7mFiQ5zY6enNvHM1fVaNFXgKUDZeBw/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 [MoP](https://docs.google.com/document/d/1WjZgjB1huiTUX63WX6OZdCpB5w5Uy_JSFXxVFCiUCmU/edit) and the [affidavit](https://docs.google.com/document/d/1TUYlaJ8ahbtc2sDJYk5qom9dOPGSe7cn9LT6xDYx8ZM/edit). 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.