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

User: This company sent me tiles of the wrong color which were different from the ones that I had seen on the display and ordered.

Consumer Grievance Assistance Chatbot: If the tiles delivered to you are not as per the sample shown or as described at the time of purchase, it constitutes a deficiency in service and a violation of your consumer rights under the Consumer Protection Act, 2019 .You have the right to demand a replacement of the tiles with the correct color as per your order.

User: They admitted that there was a mistake in their batch number. However, I had already spent Rs. 50,000 in laying down the tiles unwillingly. What should I do next?

Consumer Grievance Assistance Chatbot: The company’s admission of a mistake strengthens your position in seeking redressal. Given this admission, you are entitled to not only a replacement but also compensation for the additional expenses incurred due to their error. You may issue a legal notice detailing the expenses incurred due to their error and demand appropriate compensation.

User: Can you draft a legal notice if I provide the necessary details?

Consumer Grievance Assistance Chatbot: Certainly! Please provide me with the necessary details, starting with your full name and address and the name and address of the company.

User: My full name is Issac Sebastian. My address is Kadavil House Valiyakulam bhagom, I.E. Nagar P.O Chetthipuzzha Village, Changanassery Taluk, Kottayam District. The company's full name is P and N Ceramics (Pan marketing). Its address is Pandarakalam Buildings, KumaranalloorJunction, Pin- 686 016, Kottayam District.

Consumer Grievance Assistance Chatbot: Thank you! Can you also kindly state the details of the transaction and the product, the nature of the problem, the steps that you have taken to resolve the issue and the specific relief that you are seeking? Once I have this information, I will draft a legal notice for you to review and use as needed.

User: I selected RAK BOTTICHINO CLASSIC'' tiles which were displayed in the opposite party shop and as per the advice of the architect placed an order of 67 tiles of 180 x90 sizes and placed the order on 22/05/2020. They issued invoice no GS- 989 dated 03-06-2020 towards the purchase of the aforementioned floor tiles. Later the workmen who laid the tiles informed me that the last three tiles showed a colour difference. Only 3 tiles were of the kind out of which two were damaged too. I had to spend Rs.55,000/- for laying the tiles against my will. On 22/05/2020. I informed the company about this and they visited the site. They admitted that it had happened so as the batch was changed mistakenly. I had to remove the said tiles and lay new tiles spending big amount. The negligent act of the opposite party caused huge loss and mental agony to me. I need compensation for the damages. Please draft a legal notice for me with this data.

Consumer Grievance Assistance Chatbot: Thank you for the details. Kindly, give the specific amount you are seeking in compensation and the deadline for the opposite party to respond. Typically, this is 15 to 30 days from the receipt of the notice. Once you provide these details, I can draft a legal notice for you.

User: I want a refund of Rs. 55,000 for the amount paid to the opposite party and compensation.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1We3WD5nTNDlJUKJ6253kkctyzoii2r88LvBQV6jZsrY/edit) that I have drafted. Please fill in the relevant details as required. Kindly, let me know if anything else is required to help your case.

User: Thank you. What should I do if the legal notice fails to give me any solution?

Consumer Grievance Assistance Chatbot: You can resolve the issue through mediation if the legal notice fails. However, if it doesn’t give satisfied results, the next step is to approach the consumer court for redressal.

User: How do I approach the consumer court?

Consumer Grievance Assistance Chatbot: To approach the consumer court for redressal in India:

1. Identify the jurisdiction based on the value of the goods or services and the compensation claimed.
2. Prepare a formal complaint detailing the nature of the issue, the deficiency in service or the defect in the product, and the relief sought. Include all relevant facts, evidence, and documents.
3. File the complaint along with the requisite fee and supporting documents at the appropriate consumer forum. You can also file the complaint online through the official consumer forum portal which is available on <https://edaakhil.nic.in/>.

User: Can you identify the appropriate jurisdiction for my case?

Consumer Grievance Assistance Chatbot: Considering the amount you mentioned (Rs. 50,000 for laying down the tiles and additional expenses for their removal and replacement), your case would fall under the jurisdiction of the District Consumer Disputes Redressal Commission.

User: Can you prepare a draft complaint for me through the details given above?

Consumer Grievance Assistance Chatbot: Certainly, I can assist you in drafting a consumer complaint.

Consumer Grievance Assistance Chatbot: Based on the details you’ve provided, please find a draft of your [complaint](https://docs.google.com/document/d/1BQC_WnddwOvIh-re9EQWs7E3piXeNWN1mtZJT6nlPhM/edit). Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as proof of purchase, evidence of the discrepancy, records of communication with the company, and the legal notice issued and received. It’s advisable to consult with a legal professional to review the complaint and guide you through the process of filing it with the consumer forum.

User: Thank you for the draft complaint. Do I need to do anything else before filing the complaint?

Consumer Grievance Assistance Chatbot: Before filing the complaint, it’s important to ensure that you have completed the following steps:

1. Check the required court fee for filing the complaint. The fee varies based on the claim amount and the forum level.
2. Ensure that you are within the limitation period for filing the complaint, which is generally two years from the date of the cause of action.
3. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”.

User: Alright thank you. Can you provide me with a draft of the affidavit according to the details given by me?

Consumer Grievance Assistance Chatbot: Certainly, please find an [affidavit](https://docs.google.com/document/d/1Zw-HwMYtw0iBdgV4vpUxGi4H8u7sFNzmqfTJBezpHWc/edit) to accompany your consumer complaint. Please ensure that all the information provided in the affidavit is true and correct to the best of your knowledge. Once completed, this affidavit needs to be notarized. It is advisable to have a legal professional review the affidavit before submission to ensure its accuracy and completeness.

User: Thank you! Can you also draft a memorandum of parties for the complaint?

Consumer Grievance Assistance Chatbot: Certainly, please find a [memorandum of parties](https://docs.google.com/document/d/1S50Uh7a_v0df3CDWoGq80-DjnrMOFHvfa7Ef-Bfx_4c/edit) that you can use. Please ensure that you fill in the complaint number and any other relevant details before filing. This memorandum should be attached to your complaint when you submit it to the consumer forum. It’s also advisable to consult with a legal professional to ensure that all the necessary legal formalities are correctly followed.

User: Thank you! Can you tell me where I need to file the complaint?

Consumer Grievance Assistance Chatbot: To file a consumer complaint in India, you have the option to do so either online or offline.

* Online: You can lodge a complaint online on the [E-Daakhil](https://edaakhil.nic.in/) portal.
* Offline: If you prefer to file a physical complaint, you can do so at the Consumer Dispute Redressal Commission, which is available at the district, state, and national levels, depending on the value of the goods or services in question.

User: I would prefer to file the complaint online. Can you provide me with a step-to-step guide for filing the complaint on the E-Daakhil portal.

Consumer Grievance Assistance Chatbot: Certainly! Here’s a step-by-step guide to file a complaint on the eDaakhil portal:

1. **Visit the eDaakhil Portal:** Go to the official eDaakhil website.
2. **Register:** If you’re a new user, you’ll need to create an account. Click on the ‘Sign Up’ or ‘Register’ option and provide the required personal information.
3. **Log In:** Use your credentials to log in to the platform.
4. **File a Complaint:** Look for the option to file a new complaint. You may need to select the ‘Complain’ button located at the top left corner of the page.
5. **Enter Details:** Provide detailed information about your complaint, including personal details, the nature of the complaint, and the relief sought.
6. **Upload Documents:** Attach any relevant documents that support your complaint. This may include invoices, receipts, correspondence, or any other proof of the transaction.
7. **Submit the Complaint:** Review all the information, make sure everything is correct, and submit your complaint.
8. **Make Payment:** Pay the required fee for filing the complaint. The portal facilitates both online and offline payment options.
9. **Track Your Complaint:** After submission, you can track the status of your complaint through the portal using the complaint number provided.

Remember to keep a copy of the complaint and all the documents you’ve submitted for your records. If you encounter any issues while filing the complaint or need further assistance, you can refer to the video tutorials provided on the eDaakhil portal or contact their support for help.

I hope this helps you in seeking redressal for your grievance.

User: Thank you!

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.