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

User: There is a defect in the printer that I purchased.

Consumer Grievance Assistance Chatbot: I’m sorry to hear about the issue with your printer. Have you checked the warranty of your printer?

User: Since the seller delayed in repairing the printer, now the printer got more issues after the warranty period.

Consumer Grievance Assistance Chatbot: I understand that your printer was affected due to delay in repairs. Have you approached the seller or their service centre for repairs?

User: Yes, I have multiple times. But the issue was not resolved.

Consumer Grievance Assistance Chatbot: I am sorry to hear that. You have a right to file a consumer complaint against the seller. However, it is preferable to send a legal notice before filing a complaint.

User: Can you draft a legal notice for my case if I provide you the required details?

Consumer Grievance Assistance Chatbot: Certainly, I can help you draft a legal notice. Please provide me with the details of your name and address and the name of the opposite party’s name and address.

User: My name is Sadique M.A. My shop’s address is Excellent Graphics, T.B. Road, Changanacherry and resident address is Mankulathil House, Valara P.A. Irumpupalam, Adimali. The opposite party is Doctorfone services. It is located in Ground Floor, Vettoor Buildings, T.B. Road, Opp. Hotel Arcadia, Near KSRTC, Kottayam.

Consumer Grievance Assistance Chatbot: Thank you. Can you please provide me with the details of the printer, including the model and description, purchase number, date of purchase and its price? Further please provide the details of the defect in the printer, your attempts at resolving the issue with the seller and their response.

User: I purchased a printer Epson L1455, Serial No.X2SL002015 for Rs.62,000/- from the opposite party on 11-04-2018. The device includes colour printer, photocopy scanner and photocopy printer. During the month of January, 2020, due to the defect in the printer I contacted the opposite party and as per direction on 30-01-2020, I registered a complaint with the authorised service centre of the manufacturer. They caused an inordinate delay to rectify the defects of the printer. Due to the non-usage of the printer during the lockdown period, the head of the printer became damaged and I registered a complaint in the warranty 05-01-2020. But there was no response. Later, the opposite party informed me that the defect could be rectified on availability of spare parts. Thereafter on 30-03-2021, I lodged another complaint with the manufacturer but there was no response from their side. Neither the manufacturer nor the authorised service centre of the manufacturer cared to rectify the defect of the printer. The spare parts of the said printer were not available in the open market and the same was available only at the authorised service centres of the manufacturer.

Consumer Grievance Assistance Chatbot: Thank you. 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 had incurred a loss to the tune of Rs.1,20,000/- from January, 2021 due to the

non-functioning of the printer. I also lost the opportunity to work during election time and there

caused further Rs.50,000/-.

Consumer Grievance Assistance Chatbot: Thank you. You can access the legal [notice](https://docs.google.com/document/d/1TmmOsEy2y4wOOqfSu2M_gVsKOQw3_SMoXvNrVd7Qcz4/edit) that I have drafted here. 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 is the next step that I should take if my problem is not solved by the legal notice?

Consumer Grievance Assistance Chatbot: If the legal notice fails, you may file a consumer complaint at the forum with appropriate jurisdiction through the E-Daakhil portal. I can provide you with any help required in the filing of the consumer complaint.

User: How do I file the consumer complaint?

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, your case would fall under the jurisdiction of the District Consumer Disputes Redressal Commission.

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

Consumer Grievance Assistance Chatbot: Certainly! Do you want to add any further details other than that given for the legal notice?

User: No.

Consumer Grievance Assistance Chatbot: Thank you for the details. I have prepared a draft [complaint](https://docs.google.com/document/d/1vnQsmXVyR-5DnDO9zLiyFyd7MM0Ud2uxzmE4q0YNMRc/edit). Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as the invoice of purchase of printer, its warranty period and copies of communication with the opposite parties. 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, I can provide you with a draft for an [affidavit](https://docs.google.com/document/d/1P4pGwB_y0yNRtG-KwyBSwKozhq_YsS-3MnIfPcwT1z0/edit) to accompany your complaint. You can access it here. 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, here is the [memorandum of parties](https://docs.google.com/document/d/1UOD_cy9_B4zsqDKIARhX-7Tc6N3EAok_fiArhH0QlqA/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 website1.
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 page2.
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 options3.
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://consumerraffairs.nic.in/ or dial 1800-11-4000 (National Consumer Helpline) for more information.