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

User: The land phone service has been irregular and non-functional since 2015. Further in 2020, the landline service provider removed the landline cable permanently.

Consumer Grievance Assistance Chatbot: I’m sorry to hear about the issue that you are facing with your landline service. Have you contacted the landline service provider regarding the discrepancies in your service?

User: Yes. Ever since 2015 I had made more than 50 complaints to them whenever the land line became non functional.

Consumer Grievance Assistance Chatbot: It sounds like you’ve been persistent in addressing the issue with your landline service. Having made over 50 complaints since 2015 without a resolution is certainly frustrating. You can file a consumer complaint in the appropriate forum for redressal. It is preferable to send a legal notice to the hospital before filing the 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 K.K. George. My address is Kaithavayalil House Kappadu P.O, Kanjirappally Kottayam District-686508. The opposite party is Bharat Sanchar Nigam Limited. It is located in Kottayam District, Kerala-686001.

Consumer Grievance Assistance Chatbot: Thank you. Can you please provide me with the details of the landline service number, the issue that you are facing with your landline service and from when the issues have been continuing? Further please elaborate on the response of your service provider for such issues.

User: I am a senior citizen availing the land phone services of the opposite parties bearing land line No.04828-236465 for more than 30 years. For the last 10 years the land line service offered by the opposite party has been irregular and land phone remain the non functional since 2015. However, the opposite party was regular in issuing bills. Ever since 2015 I had made more than 50 complaints to the party whenever the land line became non functional. On each complaint technical staff of the opposite party resolved the issue and the same was repeated. While so on 24.04.2020 a big tree fell on the Kalaketty – Kappadu main road and BSNL landline cables were damaged. I got reliable information that the opposite party removed the land line cables permanently and were not replaced. This is an arbitrary action of the opposite party without giving any notice to me. The land line remained non-functional since 24.04.2020. Despite the fact that the land line was non-functional they kept on sending bills regularly. Me being a senior citizen, who depends on the land line mode of telecommunication for getting connected with his children, grand children and other relatives, is put to irreparable hardship due to the above said act of the opposite party.

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 compensation and refund of bills paid from the month of July 2019.

Consumer Grievance Assistance Chatbot: Can you specify the amount of compensation?

User: I want a compensation of Rs. 50,000.

Consumer Grievance Assistance Chatbot: Thank you. You can access the legal [notice](https://docs.google.com/document/d/1kxraIZYYxXJ6U-qf4wifkyUtqNpcSNGY8sngo0qslNw/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: Yes. I want my agent Samsan George to represent me. His address is Kaithavayalil House Kottayam District -686508. Further, mention me as the son of Kuriakose.

Consumer Grievance Assistance Chatbot: Thank you for the details. I have prepared a draft [complaint](https://docs.google.com/document/d/1zD_Hhop7E4iwbm-fUuieHFvA4H3gk4BMPYFFKElpp3k/edit). Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as the copy of bills issued and paid, records of communication with the opposite parties and any evidence of issues that you have faced with the landline service. 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/1fmPrTxqL0z1SZh_ZpTeNj12TK5MDkHGya3R4QaUce4I/edit) to accompany your 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, here is the [memorandum of parties](https://docs.google.com/document/d/1ZXVo_ecYOmd3k7xISkTJQv3DZJE981mIe95bCSEMsdU/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.