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

User: I purchased a car on 29/01/2015. The sales representative assured me that this car has extraordinary safety features and cannot be stolen without the original keys. But the car was stolen even though I had all three original keys with me.

Consumer Grievance Assistance Chatbot: Okay, I would need some specifics. What is the model of your car and how much did you buy it for? Further, when did you make this purchase?

User: It is a Toyota Fortuner Car Model No L 301 4 W.D.M.T. I paid Rs. 28,68,081 for this in January 2015. I had to take out a loan from Andhra Bank on 29/01/2015.

Consumer Grievance Assistance Chatbot: Okay. Could you provide me with more details of the theft – when did it happen?

User: On 06/04/2015, I parked my car outside my premises (outside shed no. 865/4, G.I.D.C.) at about 12.45 P.M. After completing my work around 6.00 P.M., I could not find my car at all. I filed a complaint for the theft before Manjalpur Police Station on the same day. I also lodged a theft claim with Cholamandalam MS General Insurance Co. Ltd.

Consumer Grievance Assistance Chatbot: What was the amount you received from the insurance company?

User: Rs. 24,61,373

Consumer Grievance Assistance Chatbot: Okay. What is the registration number of your car?

User: GJ 06 HS 6154

Consumer Grievance Assistance Chatbot: Thank you for providing the details. Are you considering mediation or alternative dispute resolution methods before taking legal action against the seller or dealership?

User: No.

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you would have to send a notice to the seller and the dealership. If you do not receive a satisfactory response, or if you do not receive a response from them at all, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes. Draft a legal notice for me.

Consumer Grievance Assistance Chatbot: In that case, I would require additional details such as your full name and address, the full name and address of the seller and the dealership.

User: My name is Mr. Firoz Fayum Shekh. I live in A/6, Punit Park, beside Yogi Kutir Society, Old Padra Road, Tandalja, Vadodara. Narmada Cars Pvt. Ltd. is located at 987/10, G.I.D.C., Makarpura, Vadodara - 390 010. Toyota Kirloskar Motor Pvt. Ltd. is located at floor, 10, 17, 18, Canberra Block, ‘UB City, No 24, Vittal Mallya Rd, K G Hilli, Shanthala Nagar, Ashok Nagar, Bengaluru, Karnataka.

Consumer Grievance Assistance Chatbot: Thank you. What compensation do you want to request?

User: Rs. 16,08,708/- and Rs. 10,000/- as compensation for mental agony and Rs. 10,000/- as compensation for legal costs if they do not reply.

Consumer Grievance Assistance Chatbot: Do you want to send the notice physically or via email? If you want to send it via email, please provide me with the email ID that can be used if they want to send a reply.

User: I will send it via email. This is the email ID of all of them: \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1MFGB9Gsh7Fi7Um0ap20jZ9H2MGoEpxqXd1_z6wk9uRU/edit) here. Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also mention the date in the notice before you send it. If you don't receive a satisfactory response or if you don't receive a response within fifteen days, you can initiate legal action by filing a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint?

User: Yes.

Consumer Grievance Assistance Chatbot: First, we have to determine which consumer forum has the jurisdiction to hear your case. The court can be identified on the basis of the location where either the dealership, the manufacturer, or any of its branches are situated, or where you are residing or working. Since you are situated in Vadodara, would you like to file the case at Vadodara?

User: Yes

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint that you can use? You will need to upload all relevant documents like proof of purchase, proof of damage, attempt to solve the problem, official communication from the dealership and the manufacturer here.

User: Okay

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1EiZmbHOaSQCvlvuqMZJtdEsjIaU45XHuxnUOjjxsN7Y/edit) here. Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”. Do you want me to provide you with the pre-filled versions of the same?

User: Yes please

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/1tB1iraBGc5GLgkiZEvRzK71QvkSNvzAnXY3qi0d_19s/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1L7zW9SIrJADZtRT4yQGNbYFNQccnGR5gIXFyoSlaf_w/edit) here. You must fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. After this, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

User: Yes

Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:

1. Create an account on E-daakhil.
2. Verify your email address and login
3. Go to “Consumer Complaint” and accept the terms and conditions by clicking the “accept” button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click “Consumer Complaint” and enter the claim amount that you are seeking.
5. Select Gujarat as the State and Vadodara as the district. Click continue to proceed to the “Case Details” page.
6. On the “Case Details” page, enter all the necessary details and in case of any queries, please let me know.
7. In the “Party Name” section, enter “Narmada Cars Pvt. Ltd.” and “Toyota Kirloskar Motor Pvt. Ltd.”. In the “Advocate” Section, enter the details of your advocate and if you do not have an advocate, you can leave it blank.
8. In the “Complaint Section”, you can provide the following as your complaint:-

“The Complainant purchased a car from the Opponent Party after being assured it cannot be stolen without original keys. However, the car was stolen despite the Complainant having all three original keys.. The consumer seeks compensation of Rs.16,08,708/- with interest at the rate of 9% per annum and Rs. 20,000/- as compensation for mental agony and other costs incurred.”

1. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

User: Got it. 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.