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

User: My ColourJet printer is not working.

Consumer Grievance Assistance Chatbot: I’m sorry to hear that. Could you give me more details of the problem?

User: There’s a structural defect in the unit.

Consumer Grievance Assistance Chatbot: When did you purchase the unit?

User: A few months ago, on August 10th.

Consumer Grievance Assistance Chatbot: Got it. When did you notice the fault?

User: Almost immediately after I got it from Fortune March in Raipur, which is their distributor.

Consumer Grievance Assistance Chatbot: Do you have the invoices and other documentation?  
  
User: Yes, I have the invoice for it, it cost me around Rs. 50,000.

Consumer Grievance Assistance Chatbot: What were the assurances that the company gave you?

User: As per the brochure, the printer was supposed to print both colour and black and white plaques, and the warranty was for a three-year period.

Consumer Grievance Assistance Chatbot: I understand. How have you attempted to resolve it?

User: I tried contacting the customer service but I didn’t get a response.

Consumer Grievance Assistance Chatbot: Got it. Since you have not had a response, you can opt to send a legal notice.

User: Can you help me with that?

Consumer Grievance Assistance Chatbot: Yes, I can draft the notice for you. Please give me your name and address as well as that of the company.

User: My name is Sukriti Singh, my husband’s name is Atul Singh Rai and I am 32 years old. My address is Deviganj Road, Ambikapur, Sarguja, Chhattisgarh. The company is Colourjet India Limited, C-56/47 Industrial Area Sector No. 42 (Noida) Gautama Buddha Nagar, UP.

Consumer Grievance Assistance Chatbot: Thank you. Here’s your [notice](https://docs.google.com/document/d/1n1Dhm7VhbFXxppTQRJpkjYOeuYPHs0pr17-h70xGDgc/edit). Is there anything else I can help you with?

User: What happens after I send this?  
  
Consumer Grievance Assistance Chatbot: After sending this notice you can proceed with filing a consumer complaint. Should I give you more information regarding the next steps?

User: Yes please.

Consumer Grievance Assistance Chatbot: Alright! What remedy would you like through your complaint?

User: I want my printer replaced and the company to pay me Rs. 25,000 for mental agony and Rs. 5,000 to cover my legal expenses.

Consumer Grievance Assistance Chatbot: That sounds reasonable. Do you have any evidence of your transactions?

User: I have the original bill, will that work?

Consumer Grievance Assistance Chatbot: Yes, that’s fine. Since the total amount you paid for the service is less than Rs. 50,000 as consideration, the complaint will be filed in a District Commission. You, as the complainant, reside in Sarguja, and the respondent carries out business in Noida. You can file in either of the places.

User: I’d like to file in Sarguja, where I live.

Consumer Grievance Assistance Chatbot: Below is the process of filing a consumer complaint before the Sarguja District Consumer Disputes Redressal Commission for the above dispute through the e-Daakhil portal:

1. Create an Account: If not already registered, create an account on the e-Daakhil 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 are seeking as compensation in the claim amount.

9. Select Chhattisgarh as the state and Sarguja 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 Colourjet India Limited, in the Opposite party name section and C-56/47 Industrial Area Sector No. 42 (Noida) Gautama Buddha Nagar, UP 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 plaque printing machine I purchased from Colourjet India Limited had a structural defect, and the company has failed to resolve it.”

14. 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 the opposite party, click save and continue.

15. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

16. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

17. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Do you also want me to draft a complaint letter for you?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure! Here is the pre-filled [complaint](https://docs.google.com/document/d/1IeHtRXqDzcAK_21aIOcZk48opqTlbYd0B7-6OcrruUU/edit) based on the information you’ve given me. Once downloaded, fill in all blank details, review 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. Shall I generate the same?

User: Yes.

Consumer Grievance Assistance Chatbot: Sure. You can find the [affidavit](https://docs.google.com/document/d/17IeHSgVQ97xpkbaOPeRTRh1JvwAf4vbzDzGNbYYralg/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1JYdMqSIYHiwaIH0QS_BsVSWwQwM0epCB8-8rlLuDnek/edit) here. 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 it.

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.