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

User: My Sintex tank is broken after being installed, how can I get a new one?

Consumer Grievance Assistance Chatbot: Hi, I understand you have a consumer complaint related to a Sintex tank. Could you please provide me with details of when you purchased the product?

User: A few months ago, on 13.04.2021.

Consumer Grievance Assistance Chatbot: Where did you purchase the product from?

User: Om Hardwares, Ambikapur. I want to file the complaint against them.

Consumer Grievance Assistance Chatbot: Got it. Could you give me the details of your payment, such as the amount and any other details of your transaction?

User: I have paid Rs. 10,500.53 for the tank, and I have the receipts from the store.

Consumer Grievance Assistance Chatbot: Got it, thank you! What were the assurances that Om Hardware gave you about their product?

User: I was told that it was an authentic tank and would be delivered in proper condition.

Consumer Grievance Assistance Chatbot: I understand. The damage sounds very distressing. Can you tell me about your attempts to resolve this?

User: I went to the store but they refused to refund or replace the tank. I want to file a legal notice against them.

Consumer Grievance Assistance Chatbot: Got it. Would you like me to help you with that? I can prepare a format for the notice.

User: Yes, please!

Consumer Grievance Assistance Chatbot: I’ll need your name and address, as well as that of the hardware store.

User: My name is Mr. Vikas Tiwari, son of Raviprakash Tiwari, aged about 30 years, and I live near Tiwari Building, Ambikapur, Sarguja, Chhattisgarh. The store is Om Hardwares, Ambikapur, Sarguja, Chhattisgarh.

Consumer Grievance Assistance Chatbot: Here is your [notice](https://docs.google.com/document/d/1YAE_SJ3G58nWrXIed2letDLaFIzt_MONAL7fTjVI57Q/edit). Is there anything else that I can help you with?

User: What if they don’t respond?

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 tank replaced and the shop to pay me Rs. 20,000 for mental agony.

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

User: I have the original bill and the picture of the broken tank, will that work?

Consumer Grievance Assistance Chatbot: Yes, that’s fine. Since the total amount you paid for the service is Rs. 10,500.53 as consideration, the complaint will be filed in a District Commission. You, as the complainant, reside in Sarguja, and the respondent also carries out business there. 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 Om Hardwares, in the Opposite party name section and Ambikapur, Sarguja, Chhattisgarh 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:

“I purchased a Sintex tank on 13.04.2021 from Om Hardwares Ambikapur. The tank turned out to be broken, and was not properly installed.”

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/1Mi6AEEI6NT0Y_AkPJENDXNJ2-EP78EEUk5K296xVJls/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/1sn2CTz8_Ip4Tx-nKucDrx1dBQEA6HF7U9frgpS17RF8/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1mAAE5NGAAWzqvbvETfXO0SsPlmEPgwV4K6H9ychnjKs/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.