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

User: My hearing aid that I bought from Kunjbihari Dawa Dukaan in Ambikapur is not working.

Consumer Grievance Assistance Chatbot: That sounds like a distressing situation. Since when has this been happening?

User: Right since I bought it, in June 2021.

Consumer Grievance Assistance Chatbot: Can you tell me about your transactions with Kunjbihari Dawa Dukaan?

User: I purchased the hearing aid for Rs. 4,990 from there, and it stopped working very soon after. I went back to them.

Consumer Grievance Assistance Chatbot: What was the response?

User: They refused to refund or replace the product.

Consumer Grievance Assistance Chatbot: I’m sorry to hear that. You can file a formal legal notice against them.

User: That works! Could you help me with that?

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

User: My name is Shyamji Prasad Gupta, 70 years old, resident of Mahamaya Road, Ambikapur, Sarguja, Chhattisgarh. The shop is Kunjbihari Dawa Dukaan, opposite the District Hospital, Ambikapur, Sarguja, Chhattisgarh.

Consumer Grievance Assistance Chatbot: Got it. Here’s your [notice](https://docs.google.com/document/d/1hApXrWcNqqMi3wBx59Z4RE4e5XejL840JA8h338ZJB8/edit) with the required details.

User: Thank you! Can I also take them to court?

Consumer Grievance Assistance Chatbot: Yes you can. 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: What remedy would you like through your complaint?

User: I want the charge refunded and damages of Rs. 10,000, along with court fees of Rs. 3,000

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

User: I have my emails with them and the SMSes as well. I also have printouts of their website and TRAI regulations about these value added services.

Consumer Grievance Assistance Chatbot: That would work. Since the total amount you paid for the hearing aids is Rs. 4990 as consideration, the complaint will be filed in a District Commission. 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 Kunjbihari Dawa Dukaan, in the Opposite party name section and Opp. District Hospital, 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:

“My hearing aid that I bought from Kunjbihari Dawa Dukaan in Ambikapur is not working, and they refused to give me a refund or a replacement.”

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/17Azel6eBgT1qbvik1RVUvGfSLVt9AlRkbq_ODNxzMgQ/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/13wNtS9vzBuVy-RUABkkaZ-aXahWxNaTO01BDgj-0gWk/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1-8DyKG2iSz5ZymccoR2KRdxeA2vfCr7Lgmypqy9vWnc/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.