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

User: The earrings I ordered for my wife from Shriram Jewellers were flawed and I want a refund on the amount I paid.

Consumer Grievance Assistance Chatbot: I’m sorry to hear that. Could you tell me more about your transaction with Shriram Jewellers?

User: I purchased earrings worth Rs. 25,000, but they were not satisfactory. I tried to contact them but there has been no response.

Consumer Grievance Assistance Chatbot: That sounds distressing. How have you tried to resolve this?

User: They are not responding to any of my efforts to raise a complaint.

Consumer Grievance Assistance Chatbot: Got it. Would you like to file a formal notice?

User: Yes, please.

Consumer Grievance Assistance Chatbot: I can draft that for you. Please give me your name and address, and that of Shriram Jewellers

User: Neeraj Varma, son of RR Varma, resident of Mayer Colony, Ambikapur, Sarguja, Chhattisgarh.

Consumer Grievance Assistance Chatbot: What about Shriram Jewellers?

User: Ravindra Soni, proprietor, Shriram Jewellers, Sadar Road, Ambikapur, Sarguja, Chhattisgarh.

Consumer Grievance Assistance Chatbot: Got it. Here’s your [notice](https://docs.google.com/document/d/1yl8dakFl4gezUzy3aMXR0oLCXvhhJ7FUJXY6y6Ltpdw/edit).

User: Thank you! 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 a refund plus damages of 1 lakh and court and legal expenses of Rs. 10,000 and 5,000 respectively.

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

User: I have the invoice and the certificate of quality.

Consumer Grievance Assistance Chatbot: That should work. Since the total amount you paid for the service is Rs. 25,000 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 Shriram Jewelers, in the Opposite party name section and Sadar Road, 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:

“The earrings I ordered for my wife from Shriram Jewellers were flawed and I want a refund on the amount I paid.”

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/14-01S5TfJE_LF1dNB58C-NFt973lNFdc9S59i114tdU/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/1pz_u0cPNIahmOP2WPdnG9ZJZAQkb89R6YpRAw9QT0fY/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1F11n5E2vBiGFnbTD-AhUiet-iK0YfYCqH18VjBQt5nA/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.