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

User: My printer came in a broken condition from Amazon.

Consumer Grievance Assistance Chatbot: That sounds like a distressing situation. When was this?

User: In January 2022.

Consumer Grievance Assistance Chatbot: Can you tell me about your transactions with Amazon?

User: I purchased the printer for Rs. 17,299 from there, and it came broken - a lot of the parts were dislodged.

Consumer Grievance Assistance Chatbot: What was the response?

User: They refused to refund or replace the product, as it had been purchased on a flash discount.

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 Ritik Gupta, son of Naresh Gupta, residing at Sadar Road, Ambikapur. The company is Amazon India Limited, Dr. Rajkumar Road, 8th Floor 26/1, Bangalore — 560055.

Consumer Grievance Assistance Chatbot: Got it. Here’s your [notice](https://docs.google.com/document/d/1jkQCouKKiOelWBCB2rFFGL-cNZvgVK2Vz3I4TkyTgAs/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.

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

User: I have my emails with Amazon’s customer service as well as the original invoice of purchase.

Consumer Grievance Assistance Chatbot: That would work. Since the total amount you paid for is Rs. 17,299 as consideration, the complaint will be filed in a District Commission. You can choose to file either in Sarguja, where you live, or Bangalore, where Amazon has its offices.

User: I’d prefer 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 Amazon India Limited in the Opposite party name section and Amazon India Limited, Dr. Rajkumar Road, 8th Floor 26/1, Bangalore — 560055 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:

“Amazon is refusing to refund me Rs. 17,299 for a printer that I received from them in a damaged condition, because it was bought in a flash sale.”

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/1wuJlaNTeMMDBZLELNSTbrcOj51nqZLRLV8MqINunIp4/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/1rSQQY6LEmKdtR0wYXwODh8IwUwk_o2MQbImvA5jPy28/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1csCFG84Xt_t2dW_gMKfCeAcoCR5jy3LkSuFZgO3teXY/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.