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

User: Idea has subscribed me to additional paid services without my consent through Flash SMS; even when I sent an SMS to unsubscribe, I continue to receive messages and charges. There is no record in my phone or email that I had subscribed to them.

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

User: I was told about the activation of Skillderby Gaming Service on 31/08/2017, of Bollywood Diary on 14/09/2017 and of Game Mania on 07/09/2017.

Consumer Grievance Assistance Chatbot: Okay. Can you tell me about your attempts to redress the issue?

User: I emailed them seeking a refund of Rs. 126 that they had deducted for these services. But there was no response.

Consumer Grievance Assistance Chatbot: 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 Shri Sebastiao A.T. Gonsalves, Major, s/o late Shri Nazareth Teles, R/o. H. No. 132, 2nd Daddio, Telaulim, Navelim, Salcete, Goa, 403707. The company’s address is Idea Cellular Limited, Suman Tower, Plot 18, Sector 11, Gandhinagar, Gujarat, 382011.

Consumer Grievance Assistance Chatbot: Got it. Here’s your [notice](https://docs.google.com/document/d/1IlrRXYo5eq0ZlMDlf1903d-Nc_6TL8XclH77NGFyab0/edit) in the required format, please go through it and verify it.

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 reversed, plus compensation of Rs. 1000. I also want them to have to pay extra, something like Rs. 5,000 as damages.

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 service is Rs. 126 as consideration, the complaint will be filed in a District Commission. You, as the complainant, live in South Goa and the respondent company is headquartered in Gandhinagar. You can sue in either district.

User: I’d like to sue where I live, in South Goa.

Consumer Grievance Assistance Chatbot: Below is the process of filing a consumer complaint before the South Goa 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 Goa as the state and South Goa 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 Idea Cellular Limited, in the Opposite party name section and Suman Tower, Plot 18, Sector 11, Gandhinagar, Gujarat, 382011 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:

“Idea has subscribed me to additional paid services without my consent through Flash SMS; even when I sent an SMS to unsubscribe, I continue to receive messages and charges. There is no record in my phone or email that I had subscribed to them.”

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/1EzxgmvJyoYg62AXzNpWYUTgaxDL4-JVuCg67r9dBH8E/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/1UyYOAOIaAoGXL5v0qcPsrNc-PkjjbGm8_vBSa91nW_c/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1IF8fjpD5-9fZ9HQ0pi_F6GR1Yp7kbhPw0soRb5eoRFI/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.