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

User: I hired a company called Websolutions to design a website for my coaching classes based on specified requirements, but it was defective and useless.

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

User: I paid a total amount of Rs. 82,000/- as per the agreement, along with an additional Rs. 7,000/- as demanded, but they failed to deliver the website within the agreed 60-days period and instead caused a considerable delay of six months. They disregarded my suggestions and failed to seek approval for the initial designs. The website, when finally delivered, exhibited numerous defects, including messy code, broken links, 404 errors, poor design, low resolution images, slow loading time, and lack of search engine optimization, which made it useless to use and embarrassing as a professional platform.

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

User: I consulted other web design experts who confirmed that the website could not be rectified due to the messy code and would require complete redevelopment, and that the charges I had paid had been too high. But Websolutions denied the claims and refused to give me a refund.

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

User: I entered into a Stock Subscription Agreement with them in August 2021 for the website. I want to file a legal notice against them now.

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 Websolutions.

User: My name is Priyanka Arun Mane, Wife of Mr. Arun Mane, Major of age, married, business, Residing at D-106, 1st Floor, D-Block, CD Signature, Near Bolshe Circle, Gogol, MARGAO Goa 403 601. Websolutions’ address is A-43, 3rd Floor, Corpseed Building, 304, Sector 63, Noida, Uttar Pradesh 201301 and it is represented by its CEO and MD Mr. R. Sachin Kumar.

Consumer Grievance Assistance Chatbot: Here is your [notice](https://docs.google.com/document/d/1zYc3t6pCdAJHZfkxNDBM84wU36SigYM5JIf3wO9D_Xc/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 a refund plus damages as a result of the embarrassment I’ve faced - would 2 lakhs be okay?

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

User: I have the Stock subscription Agreement dated 26.08.2021, a printout of the website along with 65 C-31/22 3 B Certificate, Bank statements and Invoice dated 20.02.2022, and emails along with the 65B certificate.

Consumer Grievance Assistance Chatbot: That should work. Since the total amount you paid for the service is Rs. 89,000 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 Noida. 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 Websolutions, in the Opposite party name section and A-43, 3rd Floor, Corpseed Building, 304, Sector 63, Noida, Uttar Pradesh 201301 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 hired a company called Websolutions to design a website for my coaching classes based on specified requirements, but it was defective and useless.”

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/19jTudp9OsSsTKZZ8Wj6bRewtfA9-JbV0Uu7p_jOxhds/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/1bNTxsgKlQ05iML0aFlScEsWqceYBj4gz1a7NCSKzFz8/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/11kP2a6alcOc-zCjKxPf4Wsxj1YoYb9Vl0EVofVqC79s/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.