Chatbot: Hi. I understand you have a consumer complaint related to a pesticide. Can you please provide me with more details?

Consumer (Vinod Kumar): Yes, I purchased four packets of a pesticide from The Farma Agro Corp. for destroying Kharpatwar. It cost me Rs.960, and the purchase was made on 15th January 2020.

Chatbot: Could you please share the issues you faced with the pesticide?

Consumer: The company assured me that by using the pesticide, the entire Kharpatwar would be destroyed. However, after spraying it on my two-acre wheat crop, the entire Kharpatwar could not be eliminated. This resulted in the destruction of 70% of my wheat crop.

Chatbot: That sounds concerning. Have you communicated these issues to The Farma Agro Corp.?

Consumer: Yes. I made the purchase based on their assurance, and the inferior quality of the medicine caused a significant financial loss. They now refuse to compensate saying that the pesticide was not of inferior quality.

Chatbot: I see. Did you provide any evidence or documentation supporting your complaint?

Consumer: Yes, I have an inspection report dated 3rd March 2020, conducted by the District Horticulture Officer, Sonepat. The report indicates that only 10 to 15% of the wheat crop remained, and 55 to 60% was destroyed due to the ineffective pesticide.

Chatbot: That's crucial evidence. How much compensation or relief would you like to claim?

Consumer: I have not discussed that with my advocate yet. I will decide later.

Chatbot: Have you considered alternative dispute resolution methods like mediation?

Consumer: No, I haven't. What is mediation, and how can it help?

Chatbot: Mediation is a way to solve problems without going to court. Neutral mediators assist both parties in finding a mutually agreeable solution. The Consumer Protection Act 2019 allows for mediation. If both sides agree, the court may suggest mediators. If mediation doesn't lead to a solution, the case can proceed to court.

Consumer: Should I go for mediation?

Chatbot: It's your decision. Mediation can be beneficial for a quicker resolution. If you prefer, you can also file a complaint before the Consumer Forum. The choice is yours.

Consumer: What other methods are there?

Chatbot: You can file a complaint before the Consumer Forum, or explore the possibility of mediation. Additionally, you may want to send a legal notice to The Farma Agro Corp. detailing your grievances. Would you like assistance in drafting a legal notice?

Consumer: Yes, please draft a legal notice for me.

Chatbot: I would require additional details such as your full name and address, as well as the full name and address of The Farma Agro Corp.

Consumer: My name is Vinod Kumar s/o Lehna Singh, and I live at Harshana Kalan in Sonepat. The Farma Agro Corp. is located at Rohtak Road near Kalupar Chungi.

Chatbot: Thank you. I'll work on drafting the legal notice. I will include details about the total relief sought and a deadline for response. Is that acceptable?

Consumer: Yes, that works.

Chatbot: Do you want to send the legal notice physically or via email? If via email, provide me with The Farma Agro Corp.'s email ID for a potential reply.

Consumer: I prefer sending it physically.

Chatbot: Alright. Here is your [notice](https://docs.google.com/document/d/1pe1uEIYQ8DqQ3hwfUEU1urMHh1KPCkVj/edit). Remember to sign it before sending. Also include the compensation amount you decide to claim. If you don't receive a satisfactory response within the specified time, you can proceed by filing a complaint before the consumer forum. Would you like guidance on filing a complaint?

Consumer: Yes, please guide me on how to file a complaint.

Chatbot: First, we need to determine which consumer forum has jurisdiction. Since you reside in Sonepat and The Farma Agro Corp. is in Rohtak, you can file a complaint in either place. Where would you like to file it?

Consumer: In Sonepat.

Chatbot: Do you want me to draft a pre-filled complaint for you? You'll need to upload relevant documents like the purchase receipt, communication with The Farma Agro Corp., and evidence of crop damage.

Consumer: Yes, please provide a pre-filled complaint.

Chatbot: Here is your [complaint](https://docs.google.com/document/d/1-1JPEbW8ultQWk2Zx1d8I9TeRvQ9i2Qv/edit). Fill in the necessary details such as the date and your signature. Additionally, you must submit an affidavit and a document called the “Memorandum of Parties.” Would you like pre-filled templates for these documents?

Consumer: Yes, please provide pre-filled templates.

Chatbot: Here is your [affidavit](https://docs.google.com/document/d/13EkVBKnIMPbKzUwZaqeIsoR3ojpUfll-0oRQuv9EEEQ/edit) and [MoP](https://docs.google.com/document/d/1RK_5ixevgAGlTgOhrHFMSNkcXBcE1ndNwh9DhgG7PQw/edit). Fill in the details left blank, and get the affidavit notarized. After completing all documents, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/)l, the portal for consumer redressal. Would you like a step-by-step guide on filing the complaint on E-daakhil?

Consumer: Yes, please guide me on filing the complaint.

Chatbot: You have to follow these steps to file a complaint:

1. Create an account on E-daakhil.
2. Verify your email address and log in.
3. Go to “Consumer Complaint” and accept the terms and conditions.
4. Click “Consumer Complaint” and enter the claim amount.
5. Select Haryana as the State and Sonepat as the district.
6. On the “Case Details” page, enter necessary details.
7. In the “Party Name” section, enter “The Farma Agro Corp.”
8. In the “Advocate” Section, enter your advocate's details or leave it blank if you don't have one.
9. In the “Complaint Section,” provide a detailed account of your grievances. Type this “I purchased the pesticide as assured by The Farma Agro Corp. to destroy Kharpatwar, but it proved ineffective. Despite following instructions, 70% of my wheat crop was destroyed. Attached are the purchase receipt and an inspection report dated 03.03.2020, highlighting the pesticide's failure. Seeking [Insert Amount] for crop damage and [Insert Amount] for mental distress.”
10. In the next section, enter the necessary details and attach the filled Complaint, Affidavit, and Memorandum of Parties.
11. Verify details and submit your complaint.
12. On the “Pending Complaints” page, pay the necessary fees.

Consumer: Got it. Thank you very much!

Chatbot: You're welcome. Feel free to ask if you have any further questions. Best wishes!