Consumer Grievance Assistance Chatbot: Good morning, Consumer Dispute Resolution Service. How may I assist you today?

User: Hello, my name is Shambhu Yadav. I recently bought a bicycle from Shiv Cycle Store, and I’m facing several issues with it. I'm not sure how to proceed.

Consumer Grievance Assistance Chatbot: I’m sorry to hear that you’re experiencing problems, Mr. Yadav. Could you please describe the nature of the issues with the bicycle?

User: Sure. The bicycle makes a strange noise from the front wheel, the bell doesn’t work properly, and it seems poorly assembled. My child couldn't ride it because of these problems.

Consumer Grievance Assistance Chatbot: When did you purchase this bicycle, Mr. Yadav?

User: It was bought on the 22nd of July this year.

Consumer Grievance Assistance Chatbot: Have you contacted Shiv Cycle Store regarding these issues?

User: Not yet. I wasn't sure if they would take responsibility, so I thought to seek advice here first.

Consumer Grievance Assistance Chatbot: It's always a good first step to contact the seller directly to report any issues and seek a resolution. They might offer to repair or replace the bicycle. Could I suggest you approach Shiv Cycle Store with your concerns?

User: Okay, I can do that. But what if they refuse to help or deny responsibility?

Consumer Grievance Assistance Chatbot: If that happens, you can come back to us. We can guide you through the process of filing a formal complaint. You'll need to provide proof of purchase and any evidence of the issues, like photographs or videos.

User: What if I need to take legal action?

Consumer Grievance Assistance Chatbot: If it comes to that, we can assist you in understanding your rights and the next steps, including how to file a complaint in consumer court. But let's hope Shiv Cycle Store will resolve the issue amicably.

User: That sounds reasonable. I’ll contact Shiv Cycle Store and see how it goes. If they don’t cooperate, I’ll get back to you for further assistance.

Consumer Grievance Assistance Chatbot: That's a good plan, Mr. Yadav. Remember to keep a record of all communications with Shiv Cycle Store. If you need further assistance, don't hesitate to contact us again.

User: Thank you for your help. I appreciate it.

Consumer Grievance Assistance Chatbot: You're welcome, Mr. Yadav. Good luck, and we’re here if you need more support.

User: Hi again, I spoke with Shiv Cycle Store, but they refused to acknowledge the issue. I think I need to proceed with a legal notice.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that, Mr. Yadav. We can assist you in drafting a legal notice. This notice will formally inform Shiv Cycle Store of your intent to pursue legal action if the issue isn't resolved.

User: How do I go about drafting this notice?

Consumer Grievance Assistance Chatbot: You'll need to include details like your name, address, the date of purchase, a description of the problem, and the resolution you seek. It's also important to mention that if the matter is not resolved within a specific period, typically 15-30 days, you'll be proceeding to consumer court. Here is your [notice](https://docs.google.com/document/d/1Wmv6Hn4cTt8D8p216TVu8D7bOTanXQnj/edit).

User: Okay, that sounds straightforward. What about filing a complaint? You mentioned e-Daakhil earlier.

Consumer Grievance Assistance Chatbot: Yes, e-Daakhil is an online platform for filing consumer complaints. You'll need to create an account, verify your email, and then you can file your complaint. You'll have to attach the legal notice, any proof of purchase, and evidence of the issue, like photos or videos.

User: Is the process complicated?

Consumer Grievance Assistance Chatbot: It's quite user-friendly. After logging in, you'll find an option for 'Consumer Complaint'. You'll need to fill in details about your complaint, attach the necessary documents, and submit it. You'll also have to pay a nominal fee based on the claim amount. Do you want me to prepare a draft complaint for you?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is your pre-filled [complaint](https://docs.google.com/document/d/1STGc1dVNv_BaPhpbt6k5eaFYDUS46o4KLxPdKsYZb_w/edit). Please note that you will have to attach an affidavit with the complaint. Along with that you will also have to submit a memorandum of parties. Do you want me to draft the affidavit and memorandum of parties for you?

User:: yes please.

Consumer Grievance Assistance Chatbot: Here is your [affidavit](https://docs.google.com/document/d/1PyVnDaeAjbgia2o6hr8K6Xsd8dQDZjMg/edit). Please note that this needs to be notarised. Here is your [MoP](https://docs.google.com/document/d/1Ko1upEm7uDrFTkAZBUmutwIGNStdWJLBsy9ux7aG4QU/edit).

User: What happens after I file the complaint?

Consumer Grievance Assistance Chatbot: Once the complaint is filed, Shiv Cycle Store will be notified and asked to respond. The consumer court will then schedule a hearing. You might also be offered an opportunity for mediation to settle the dispute amicably before the hearing.

User: I see. And if mediation doesn't work?

Consumer Grievance Assistance Chatbot: If mediation fails or is not an option you choose, the case will proceed in consumer court, where both parties can present their arguments and evidence.

User: Alright, I think I understand the process now. Thank you for guiding me through this.

Consumer Grievance Assistance Chatbot: You're welcome,

Mr. Yadav. If you need any assistance while drafting the legal notice or filing the complaint, feel free to contact us. We're here to help.

User: I will. Thanks again.

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