User: I am Kapish and I have an issue with jewellery order cancelled by Tata Clique.

Consumer Grievance Assistance Chatbot: Hi Kapish. Can you share details about the issue you faced with TATA Cliq and the jewelry order?

User: Sure. I booked two pairs of 22 kt gold earrings on 11.05.2021 with order IDs 112663336 and 112663717.

Consumer Grievance Assistance Chatbot: Thank you, Kapish. Do you have documentation for the booking, payment, or order cancellation? Confirmation emails or receipts would be useful.

User: Yes, I have booking confirmation emails and payment receipts.

Consumer Grievance Assistance Chatbot: Could you provide the order numbers mentioned in those confirmation emails?

User: Certainly. The order numbers are 112663336 and 112663717.

Consumer Grievance Assistance Chatbot: When did you check your order status, and when was it canceled?

User: I found out about the cancellation on the same day I placed the order, i.e., 11.05.2021.

Consumer Grievance Assistance Chatbot: Have you tried contacting TATA Cliq's customer service or received any responses from them?

User: I tried reaching out via phone and email but received no response. The cancellation emails were my only communication.

Consumer Grievance Assistance Chatbot: Can you describe the impact of this cancellation? Did it cause financial or emotional distress?

User: The cancellation caused significant distress and hardship.

Consumer Grievance Assistance Chatbot: Were there specific challenges or inconveniences due to the cancellation, such as rearranging plans or finding alternatives?

User: Yes, it led to inconvenience, especially since the order was for a special occasion.

Consumer Grievance Assistance Chatbot: Were there commitments or promises made by TATA Cliq regarding the delivery timeline or product availability?

User: Yes, they assured delivery on or before 12.06.2021.

Consumer Grievance Assistance Chatbot: Did you incur additional costs or expenses due to the cancellation, like last-minute arrangements or changes?

User: Yes, we had to make additional arrangements, resulting in extra expenses.

Consumer Grievance Assistance Chatbot: Did TATA Cliq provide any reason for the cancellation other than "out of stock" and "price issue"?

User: No, those were the only reasons mentioned in the cancellation emails.

Consumer Grievance Assistance Chatbot: Have you considered alternative solutions or resolutions with TATA Cliq, like requesting a re-order or exploring other options?

User: I haven't received any responses, so exploring alternatives hasn't been possible.

Consumer Grievance Assistance Chatbot: Considering the impact, have you determined a specific compensation amount you find reasonable?

User: I seek Rs. 50,000 for mental agony and harassment, along with Rs. 10,000 for additional expenses and litigation costs.

Consumer Grievance Assistance Chatbot: Would you consider mediation to resolve this with TATA Cliq?

User: No, I prefer direct resolution or legal action if necessary.

Consumer Grievance Assistance Chatbot: Understood. If direct resolution is your preference, would you like assistance in drafting a legal notice to TATA Cliq?

User: Yes, please help me draft a legal notice.

Consumer Grievance Assistance Chatbot: Sure, I'll need some details for the notice. Your full name and address, as well as the full name and address of TATA Cliq.

User: I'm Kapish Singla, residing at H.No.531, Sector 23, Sonepat. TATA Cliq's address is 1% Floor, Empire Plaza 2, Lal Bahadur Shastri Marg, Chandan Nagar, Vikhroli West, Mumbai-Maharashtra-400083.

Consumer Grievance Assistance Chatbot: Thank you for providing the details. I'll draft a legal notice mentioning a total relief of Rs. 10,000 for mental agony and harassment. Is that acceptable?

User: No. Mention a relief of Rs. 50,000.

Consumer Grievance Assistance Chatbot: Great. Do you want to send the legal notice physically or via email? If via email, provide me with the email ID for potential replies.

User: I prefer to send it physically.

Consumer Grievance Assistance Chatbot: Here is your [notice](https://docs.google.com/document/d/1af07KxPy4enfq2vgmqFEw5Q6DrxyVzi5/edit). Remember to sign it before sending. If you don't receive a satisfactory response within the stipulated time, we can proceed with filing a complaint before the consumer forum. Would you like guidance on filing a complaint?

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

Consumer Grievance Assistance Chatbot: Excellent. Let's proceed with filing a complaint. Since you're in Sonepat and TATA is in Mumbai the jurisdiction may vary and you can file a complaint at either of the places. Where would you like to file the claim?

User: In Sonepat.

Consumer Grievance Assistance Chatbot: Would you like me to draft a pre-filled complaint for you?

User: Yes, please help me with a pre-filled complaint.

Consumer Grievance Assistance Chatbot: Great. Here is your [complaint](https://docs.google.com/document/d/1nSSUyzXL67F-oPS1qM-KUxmRBFXa3RQB/edit). Fill in the necessary details such as the date and your signature. Additionally, you'll need to submit an affidavit and a document called the “Memorandum of Parties.” I've prepared pre-filled versions for you: Here is your [affidavit](https://docs.google.com/document/d/13-s2N7pambKxKzYkHZh4UnJXoGjJnIJmPekcaPpC4FM/edit) and [MoP](https://docs.google.com/document/d/1ofkqi_HIO9JDsLZLc4XVOqz6GWhV3ysTNC2FeitoE1A/edit). Get the affidavit notarized. If you have questions about the notarization process, feel free to ask.

User: Thank you. What's the next step after filling these documents?

Consumer Grievance Assistance Chatbot: After filling the documents and getting the affidavit notarized, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Here's a step-by-step guide:

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. Enter all necessary case details.
7. In the “Party Name” section, enter “TATA Cliq” for OP no.1.
8. In the “Advocate” section, enter the details of your advocate if you have one; otherwise, leave it blank.
9. In the “Complaint Section,” provide a brief summary of your complaint. Type “I booked jewelry from TATA Cliq on 11.05.2021, and the order was canceled on the same day. Despite confirmed orders, TATA Cliq breached the contract, causing mental agony and harassment. I seek a relief of Rs. 50,000 for compensation and Rs. 10,000 for litigation expenses.”
10. Upload the filled complaint, affidavit, and Memorandum of Parties.
11. Verify the details and submit your complaint.

User: Got it. Thank you for your guidance.

Consumer Grievance Assistance Chatbot: You're welcome. If you have any more questions or need assistance during the process, feel free to ask. Best wishes for a swift resolution.