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

User: Hi, I'm Priyanshu. A rat damaged my bag during a train journey back in April 2017. I'm unsure about the steps I need to take to address this. Can you help?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your experience, Priyanshu. To begin with, did you report this incident to the railway authorities at the time?

User: Yes, I filed a complaint in the railway's complaint book and also informed the station masters.

Consumer Grievance Assistance Chatbot: That's a good start. Since the incident happened in 2017, you'll need to explain the delay in filing a formal complaint. This process is known as 'Condonation of Delay'. Could you share why there was a delay?

User: I was busy with my studies and job applications at the time, and I wasn't sure how to proceed legally.

Consumer Grievance Assistance Chatbot: Understandable. When drafting your complaint, you'll need to include this explanation. Let's discuss the steps to file your complaint. You should detail the incident, including the date of travel, train details, and the damage to your bag. Include a copy of your complaint in the railway's book and any correspondence with the authorities.

User: What kind of compensation should I ask for?

Consumer Grievance Assistance Chatbot: You can claim the cost of repairing or replacing your bag. Additionally, you might consider seeking compensation for the inconvenience and stress caused by this incident.

User: What are the chances of my complaint being successful? And how long does this process usually take?

Consumer Grievance Assistance Chatbot: The success of your complaint will depend on the evidence and arguments you present. The time frame for resolution can vary, but having a well-prepared and documented complaint is crucial.

User: I appreciate the guidance. I wasn't sure where to begin.

Consumer Grievance Assistance Chatbot: You're welcome. Remember, the first step is to draft a legal notice to the railways, explaining your situation and demanding compensation.

User: How do I draft this legal notice?

Consumer Grievance Assistance Chatbot: In your legal notice, include the following:

* Your Details: Full name, address, and contact information.
* Incident Details: Date of travel, train number, and a description of the incident.
* Previous Steps: Mention your complaint in the railway's book and any communication with the station masters.
* Demand for Compensation: State the compensation amount for the damaged bag.
* Time Frame: Give them 15-30 days to respond.
* Consequences of Non-Compliance: Indicate your plan to pursue legal action, including filing a complaint in the consumer court, if they fail to respond satisfactorily.

Send this notice via registered post or courier to keep a record. Do you want me to prepare a draft for the same?

User: Yes, please

Consumer Grievance Assistance Chatbot: Okay. Before that please provide complete details of you and the Indian Railways including both of your addresses.

User: My name is Priyanshu Maheshwari, ADD. - L 2, Supreme Court of India, New Delhi, India-110001.

The opposite party is DRM(C) Indian Railways, having its head office in New Delhi-India -110001.

Consumer Grievance Assistance Chatbot: Okay. Here is your [notice](https://docs.google.com/document/d/1Gg63SFFuYlURNH0CZASbnIs8OifnK9AveMlyqULqvG8/edit). Please review this draft letter. Once you send this notice, they should respond within 15 days.

User: What if they don't respond or refuse to compensate?

Consumer Grievance Assistance Chatbot: If there's no satisfactory response, you can file a complaint on the e-Daakhil portal. Here's a step-by-step guide:

* Create an Account: Visit the e-Daakhil portal, register, and verify your email.
* Log In and File a Case: Enter 'File a New Case', input your complaint details, and include respondent details (railways).
* Upload Documents: Attach copies of your train ticket, entries in the railway complaint book, correspondence, and your legal notice.
* Pay the Fee: There's a nominal fee for filing the complaint.
* Submit: Review all details and submit your complaint.

Here is your [complaint](https://docs.google.com/document/d/1O0cV8NMXQoTUJ7IAVIA08W45Pbr-C1jNaqCngmfHfYo/edit). Once downloaded, fill in any other detail you think is necessary 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. Do you want me to generate that now?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay, here is your [MoP](https://docs.google.com/document/d/1sSCYFftSprJD-sc9w79Pgi3lBv6FLKBFplgt-XG8ESo/edit) and [affidavit](https://docs.google.com/document/d/1YkZJ-cAVmccCUakFLnt2lNaAsipewFQEUdeW7n3iW10/edit). 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 all for now. Thanks.

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.