Consumer Grievance Assistance Chatbot- Hi! I am your consumer grievance assistance tool. How may I assist you today?

User: I had sent a parcel from Australia to India via India post. I used EMS/ International Speed Post​​​​​​​ of India Post. But it never reached its destination. What should I do next?

Consumer Grievance Assistance Chatbot: I am sorry to hear that. Please describe the contents of the item you sent by post along with the date of sending the parcel.

User - I had sent valuable items in the parcel. I had sent the parcel on xx/yy/20xx

Consumer Grievance Assistance Chatbot - Please provide the name and the location of the establishment where you deposited the parcel

User - I deposited the parcel at the post office located at Delhi Circle.

Consumer Grievance Assistance Chatbot - Have you contacted the post office regarding this issue?

User - Yes, but I have not received a positive response from India post

Consumer Grievance Assistance Chatbot - Thank you. Have you tried to resolve the issue directly with the post office?

User - Yes, I attempted to contact them multiple times but received no response.

Consumer Grievance Assistance Chatbot - In such a scenario, have you initiated any legal action against the service centre?

User - Yes, I have sent a legal notice dated xx/yy/20xx to the post office but did not receive any reply.

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service. Since you have already issued a legal notice to the post office and have not received any response, there are 2 further remedies available. You can either file a complaint before the specific District Consumer Redressal Forum that has jurisdiction in your case or contact the National Consumer Helpline on this number - 1800-11-4000. A representative will assist you with specific steps over the phone once you contact the helpline. Which option would you prefer?

User - I would like to file a complaint.

Consumer Grievance Assistance Chatbot - Before filing a complaint, could you please confirm whether 15 days have passed since you delivered the legal notice and have not received any response?

User - Yes, the notice was delivered on xx/yy/20xx and more than 15 days have passed.

Consumer Grievance Assistance Chatbot - Great. To file a complaint, could you please provide some details including your full name and age, your father’s name, and your permanent address?

User - My full name is Sachin Ahuja, and I reside in H.No. 535, Sector 17, Faridabad - 121002

Consumer Grievance Assistance Chatbot - Thank you. What remedy would you like to seek against the establishment?

User - I want compensation for for the lost parcel amounting to Rs\_\_\_ and compensation for the hardship and inconvenience caused.

Consumer Grievance Assistance Chatbot - Thank you. Do you have documents such as receipts, photos, etc which can be used as evidence?

User - Yes, I have a receipt issued by the post office

Consumer Grievance Assistance Chatbot - Thank you. Your total consideration is Rs \_\_\_\_\_(including Rs \_\_\_\_ as compensation for deficiency of service and mental agony). Further, since you live in Faridabad and the post office is located in Delhi, you can choose to file the complaint either in Faridabad or in Delhi. Where do you want to file the complaint?

User - I want to file in Faridabad.

Consumer Grievance Assistance Chatbot - Great. You can file a complaint with the Faridabad District Consumer Redressal Commission as the appropriate forum. Would you like a draft of the legal notice and complaint letter?

User - Yes, please.

Consumer Grievance Assistance Chatbot - Here is the **draft** [**Notice**](https://docs.google.com/document/d/1q-cFM4GzONqv4Z_ZBKw7Er9zaTScE_xkFnT7X6uwxxU/edit) and **draft** [**Complaint**](https://docs.google.com/document/d/1q-cFM4GzONqv4Z_ZBKw7Er9zaTScE_xkFnT7X6uwxxU/edit). Please download this complaint, fill in the blanks, review, print and sign the complaint. Once the signed complaint is verified by a notary public, scan and upload the complaint as a PDF document on the e-Daakhil portal. You will also need to upload an affidavit and memorandum of parties. Shall I generate these documents?

User - Yes, please.

Consumer Grievance Assistance Chatbot - Here is the [**Affidavit**](https://docs.google.com/document/d/1u5ZN-NNftYy8soIY64kbSZBwLfMJszFLhBSJwgM72vE/edit) and [**Memorandum of Parties**.](https://docs.google.com/document/d/1IO4oqLi5Jz1iHRhxWGGFMtWRAaCfsPwr1eT_ES42jm4/edit) Please print both these documents and verify the names and addresses on both. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both these documents should be scanned and uploaded on the e-Daakhil portal. Would you like me to guide you through the process of filing a complaint on the portal?

### **Step 1: Registration -** Open your web browser and go to [e-daakhil.nic.in](https://edaakhil.nic.in/edaakhil/). On the homepage, navigate to the "Complainant/Advocate Section" and click on "Registration". Fill in your details to register for a new user ID.

### **Step 2: Login to Your Account**: Click on Complainant/Advocate Section" and then enter your user ID and password to log in.

### **Step 3: Filing a New Complaint:** After logging in, you will be directed to the user home screen. Click on the "Filing (By Complainant/Advocate)" dropdown menu and select "File a New Case". Read and accept the disclaimer

**Step 4: Enter Case Details**:

* Enter the claim amount as Rs (which includes Rs\_\_\_\_ as compensation for deficiency of service, mental agony and hardship)
* Select Haryana as the State and Faridabad as the District
* You will then be directed to the ‘Case details’ page.
* Fill in the "Complainant Details", including your name (Sachin Ahuja), your address (H.No. 535, Sector 17, Faridabad - 121002), your mobile number, and your email address (if you wish to receive notifications about the progress of your complaint)
* Fill in details about the "Respondent" including the name of the manager (Chief Postmaster General) and the address (Delhi Circle,Department of Posts, I.P. Estate, New Delhi - 110002)
* Since you have sent a legal notice, enter the name of the advocate who is representing you.

**Step 5: Describe the Complaint:**

* Enter the following in the ‘Complaint’ Section - “I sent a parcel with valuable items by post from India to Australia but it never reached its destination . I subsequently tried to reach out to the post office but did not receive a positive response.”

**Step 4: Upload Documents**

* In the "Document Upload" section, upload the necessary documents, including:
  + - The Complaint document.
    - Affidavit.
    - Memorandum of Parties
    - Supporting documents such as the invoice for purchase of the Samsung mobile phone, and the service centre receipts for repair.

### **Step 5: Finalize and Submit the complaint**

* Click on the "Preview" button to view a merged document of everything uploaded.
* Confirm that all details and documents are correct by ticking the checkboxes.
* Click "Finalize" to submit the complaint.
* **Acknowledgement**: You will see an acknowledgement that your case has been successfully submitted. The case will now appear under the "Pending Approval" or "Pending Payment" section.

### **Step 6: Payment of Fees -**

### If there is a fee associated with filing your complaint, ensure it is paid as per the instructions.

### **Step 7: Follow-Up**

* To Check the status of your case, log in to the e-daakhil portal periodically to check the status of your complaint.
* Attend any hearings or provide additional information if requested by the forum.

### **Additional Information**

* The complaint and all supporting documents must be paginated and indexed in the required order.

This concludes the process of filing the complaint. Do you have any further questions?

User: That seems straightforward. Should I expect immediate action after filing?

Consumer Grievance Assistance Chatbot: Once your complaint is submitted, it will be assigned to the appropriate consumer forum for redressal. The process may take some time, but you will be able to track the status of your complaint using the docket number.

User: Thank you for the guidance. This is really helpful.

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.