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

User: Hello, I'm Ruchika Gouta. I’m facing issues with a car service provided by Capital Cars Private Ltd. The service was incomplete, and I was charged a hefty amount. What should I do?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your situation, Ms. Gouta. Could you provide more details about the service and the issues you encountered with it?

User: Sure. I gave my Honda City car for service at Capital Cars. They charged me Rs. 26,165 for service and repairs, but when I received my car, I found that many parts were not serviced at all. I have all the service documents and the invoice.

Consumer Grievance Assistance Chatbot: Do you have any proof of the poor service, like photos or emails exchanged with Capital Cars regarding these issues?

User: Yes, I sent them an email complaining about the service and also received a few responses. I also have photos showing the condition of the car post-service.

Consumer Grievance Assistance Chatbot: Based on your situation, it seems like a case of service deficiency and unfair trade practices. I recommend sending a legal notice to Capital Cars, detailing your grievances and demanding appropriate compensation or a redo of the service. If they don't respond satisfactorily, you can file a consumer complaint. Would you like assistance with drafting the legal notice?

User: Yes, that would be helpful. Also, how do I go about filing a consumer complaint?

Consumer Grievance Assistance Chatbot: Here is your [notice](https://docs.google.com/document/d/1uPSDrSQ1Fh_-5aBOwct4lKm2oJtlkDJ7cwkqG8BF7MY/edit). Please review this draft and let me know if any changes are needed. For filing a consumer complaint, you'll use the e-Daakhil portal. It's an online platform for filing such complaints. You'll need to create an account, log in, and submit your complaint with necessary details and documents, including the service invoice, photos of the car, and any correspondence with Capital Cars. There’s a nominal court fee for claims below Rs. 20 lakhs. Shall I guide you through this process?

User: Yes, please. What documents should I prepare for the complaint?

Consumer Grievance Assistance Chatbot: For the complaint, prepare and gather the following:

1. Legal Notice Copy: The notice you're sending to Capital Cars.

2. Service Invoice and Documents: Proof of the service provided and charges levied.

3. Correspondence Records: Any emails or letters exchanged with Capital Cars.

4. Photographic Evidence: Photos showing the condition of your car post-service.

To file the complaint, you will need to:

- Register on the e-Daakhil portal and verify your account.

- Login and navigate to 'Consumer Complaint'.

- Fill in the necessary details, attach your documents, and pay the court fee.

Here is your [complaint](https://docs.google.com/document/d/1PtnNjEVuCvmsZQ_ZCImAczilzm4_jieAkSbbhSaaYiU/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/1c2f2nTJCgVBxfyldjbp4BtfgQiossSgf4VBfy35cR00/edit) and [affidavit](https://docs.google.com/document/d/1gDzaLlihFmrIZr_Xq1cqvBr6TUktq4tiDIdPzP5i4s8/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.