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

User: Hi, I've had a really disappointing experience with a furniture store, Wood Décor, and I want to file a complaint against them.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that you've had such an unfortunate experience. Let's go through your situation in detail to see how we can best assist you. Could you please start by confirming your full name and residential address?

User: Sure, our names are Mrs. Pushpa Bhalchandra Gupta and Mrs. Pragati Bhalchandra Gupta. We live at Ganesh Darshan Nest, Behind Balaji Hospital, Mira-Bhayander Road, Mira Road (East), District Thane.

Consumer Grievance Assistance Chatbot: Thank you for the information. Now, could you provide me with the full name and business address of the opposite party involved in this matter?

User: Yes, the store's name is Wood Décor, and it's run by its Proprietor, Shavez Hussain. The address is Shop nos.18, 19 & 20, Ostwald Paradise, Opp. Reliance Petrol pump & Shivar Garden, Mira-Bhayander Road, Mira Road (East), District Thane 401 107.

Consumer Grievance Assistance Chatbot: Got it. Please describe the nature of your complaint, including any significant dates, amounts paid, and the specifics of the items purchased.

User: On 31/03/2019, we purchased a sofa cum bed for Rs. 22,000, and on 14/11/2019, we also bought a centre table and a shoe rack for Rs. 8,000. We paid a total of Rs. 30,000 in cash for these items. However, all items delivered were damaged and looked used. We've made multiple requests for replacement or refund, but the store has ignored us.

Consumer Grievance Assistance Chatbot: I understand how frustrating that must be. Have you made any attempts to resolve this issue directly with Wood Décor, and if so, what was the outcome?

User: Yes, we approached them the same day we noticed the issues and requested a replacement or a refund, but they refused. They even took the sofa cum bed back on 15/04/2019, promising a new replacement but failed to deliver. Our multiple follow-ups have been ignored.

Consumer Grievance Assistance Chatbot: Thank you for elaborating on your situation. Given your attempts at resolution haven't been successful, have you considered alternative dispute resolution methods like mediation or sending a legal notice before moving forward with a consumer complaint?

User: Mediation seems pointless now; they've ignored all our attempts. So yes, we'd like to proceed with a legal notice first.

Consumer Grievance Assistance Chatbot: Understood. Preparing a legal notice can be an effective way to signal the seriousness of your grievances. Would you like assistance in drafting this legal notice?

User: Yes, that would be helpful.

Consumer Grievance Assistance Chatbot: Excellent. I'll need to gather some specific information about the relief you are seeking to include in the legal notice. Apart from the replacement or refund for the damaged goods, are there any other forms of relief you'd like, such as compensation for any inconvenience caused?

User: We are seeking either a full refund of Rs. 30,000 or a replacement of the items with new ones. Additionally, we want compensation of Rs. 10,000 for the inconvenience and mental agony caused by this entire ordeal.

Consumer Grievance Assistance Chatbot: I've noted down your requests. Based on the information you've provided, I've generated a draft of the [legal notice](https://docs.google.com/document/d/1VDdsam4qOZSw0Oi81og6N9EBr8GtOcWdiH65B-AbheE/edit). Please review it, and once it meets your approval, you can send it to Wood Décor through registered post or email.

Next, assuming the legal notice does not result in a satisfactory resolution, let's prepare for filing a consumer complaint. Since the value of the goods and compensation you're seeking totals less than one crore rupees, your complaint will fall under the jurisdiction of the District Consumer Disputes Redressal Commission.

Given the transactions and the issue that arose in Mira Road (East), District Thane, you have the option to file your complaint with the Thane District Consumer Disputes Redressal Commission.

Would you like to proceed with drafting the consumer complaint?

User: Yes, let's proceed with drafting the consumer complaint. I'm not sure how to do this, so any guidance would be very helpful.

Consumer Grievance Assistance Chatbot: Absolutely. To proceed with the drafting of your consumer complaint, we will need to compile all the necessary details and evidence. This includes:

1. **Complainant's Details**: We already have your names and address, which will be mentioned as the complainants.
2. **Opponent's Details**: This includes the full legal name of Wood Décor and its Proprietor, Shavez Hussain, along with the business address.
3. **Transaction Details**: Dates of purchase, items bought, and the total amount paid. Be ready to provide receipts or any proof of purchase.
4. **Complaint Details**: A detailed description of the items purchased, how they were damaged or used, your requests for refunds or replacements, and how these were refused or ignored by the opposite party.
5. **Attempts for Rectification**: Document any communications you've had with Wood Décor, including dates and the essence of those conversations.
6. **Type of Relief Sought**: Specify that you are seeking a refund of Rs. 30,000, a replacement of the damaged items with new ones, and compensation of Rs. 10,000 for the inconvenience and mental agony caused.

Given the sensitivity and specifics required in a consumer complaint, I've prepared a [complaint](https://docs.google.com/document/d/1b0rwX9-cOWMPeXZ2m09kmDvNWI-JwC8Hrs4OCxRkiIc/edit) for you based on the information you've provided. Please review the draft closely and make any necessary adjustments. Then, we can move on to filing the complaint via the e-Daakhil portal.

**Filing a Complaint on the e-Daakhil Portal:**

1. **Registration**: Start by visiting the e-Daakhil portal ([https://edaakhil.nic.in](https://edaakhil.nic.in/)) and registering as a new user by providing your details.
2. **Verification**: After registration, verify your mobile number and email address through the OTP and verification link sent to you.
3. **Login**: Once your account is activated, log in with your credentials.
4. **New Case**: Click on 'File a New Case' and select 'Consumer Complaint' from the options available.
5. **Complaint Details**: Fill in the complaint form with the details we discussed:
   * Complainant's details.
   * Opponent's details.
   * Transaction and complaint details.
   * Type of relief you are seeking.
6. **Document Upload**: Attach digital copies of all relevant documents, including receipts, any correspondence with the opponent, and the legal notice, if applicable.
7. **Payment of Fees**: The portal will guide you in paying the requisite court fees based on the total value of your claim.
8. **Final Submission**: Review all the details and submit your complaint. You will receive an acknowledgement and a copy of the filed complaint for your records.

Would you like to proceed with this step, or is there any other assistance you require?

User: Yes, I'd like to proceed with the steps on the e-Daakhil portal. I also need a bit of guidance on how to get my complaint notarised. Can you help me with that?

Consumer Grievance Assistance Chatbot: Of course! Before you submit your complaint on the e-Daakhil portal, it's essential to have your complaint notarized. Here’s a simple step-by-step guide to get your complaint notarised:

1. **Prepare Your Complaint**: Using the draft I provided [Imagine there's a hyperlink here], fill in any blanks and ensure all the details are correct. Print a final copy of your complaint.
2. **Find a Notary Public**: Look for a Notary Public in your area. Notaries are often found in government offices, banks, legal offices, or court buildings. You can also search online for a notary service near Mira Road.
3. **Visit the Notary Public**: Take your printed complaint along with a valid proof of ID (like an Aadhar Card or PAN Card) to the Notary Public. You may also need to take any original documents that you are including as evidence in your complaint.
4. **Notarization Process**: The Notary Public will verify your identity, witness your signature on the complaint, and then stamp and sign the document themselves. There may be a small fee for this service.
5. **Prepare for Submission**: Once your complaint is notarised, you’ll need to scan it along with any supporting documents. Save these files in PDF format, as you'll need to upload them to the e-Daakhil portal.

With your complaint notarised and documents prepared, you're ready to proceed with uploading your complaint and other documents to the e-Daakhil portal. If you encounter any issues or need further assistance with the e-Daakhil platform, feel free to ask.

**Note**: It's always good to have a few extra copies of your notarised complaint, just in case you need them for your records or further legal procedures.

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/1RBjisBuJJ1etGrXk8m_1xC_LVpSwOW69icHVrO4bZJI/edit) and [affidavit](https://docs.google.com/document/d/1goZ-Ol5IP4zxF29DJWe9sxRjm3cWIzyNjkBoo6fXW-g/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.