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

User: Hello Chatbot. I recently had a very unpleasant experience after consuming a contaminated beverage which caused health issues for me and my child.

Consumer Grievance Assistance Chatbot: Sure, I'd be happy to assist. Let's start by explaining what happened first in your own words

User: Okay. This happened on 11th January 2022. I went to Salem's new bus stand around 3:30pm with my 5 year old son. We were feeling quite thirsty after the bus journey. So I went to the Srinivasa coffee shop there and bought 3 sealed 200ml bottles of flavoured carbonated water - 2 orange and 1 apple flavour for 90 rupees. I drank orange juice to quench my thirst and gave a few sips to my son. After finishing my drink I saw some white particles and threads floating in the remaining water. When I checked the other 2 sealed bottles, they also contained contaminants inside. After this I started feeling very nauseous and giddy. I rushed to the bathroom to throw up. My son also started vomiting heavily and I saw traces of blood too. I took him immediately to the nearby Gurubatham hospital where the doctor said we might have food poisoning from drinking contaminated water. We both were in hospital till 12 January and were discharged on 12 january 2022.

Consumer Grievance Assistance Chatbot: I'm sorry to hear about this distressing incident. Let me ask a few questions to understand the full details. What is the name, address and other details about the shop and manufacturer of this product?

User: The bottle labels showed that they were manufactured by a company named Beverio Foods and Beverages located at 7/199/1, Rajeswari Layout, Begapalli Post, SIPCOT-1, Hosur, Krishnagiri District, Tamil Nadu - 635126. The proprietor's name is R. Vasanth.

The shop where I purchased them is called Srinivasa Coffee Shop located at the Salem new bus stand. The owner is Mr. S. Ramesh, his shop address is 302, Convent Road, Fairlands, Salem - 636016.

Consumer Grievance Assistance Chatbot: Okay, that provides the identity and addresses of the parties involved. Now can you describe the issues you noticed with the product and what proof you have regarding the contamination?

User: When I peered into the first bottle after drinking, I saw solid white particles and threads floating inside. The 2 unopened sealed bottles also contained visible yellow threads and other contaminants swimming within it. I have retained these 2 bottles in the same condition as evidence of the contamination. One bottle clearly looks unfit for consumption with the impurities inside.

The poor quality and contamination was evident as just half an hour after drinking one bottle, I had symptoms like dizziness, vomiting which required hospitalization. The doctor also noted down food poisoning from contaminated water as the likely cause.

Consumer Grievance Assistance Chatbot: Evidences carry a significant importance in deciding on the remedy that you would claim. Do you have the relevant evidence with you?

User: Yes I have 2 bottles of the contaminated beverage, invoice and medication bill of hospital treatment and discharge summary mentioning food poisoning

Consumer Grievance Assistance Chatbot: Did you inform the shop owner about the incident that happened?

User: Yes, I informed the shop owner Mr. Ramesh upon this incident. When I complained about the contaminated bottles he admitted that the bottles were manufactured and marketed by R. Vasanth's company Beverio Foods and Beverages. After my complaint he returned all the faulty bottles back to the manufacturer.

Consumer Grievance Assistance Chatbot: In this case you can send the legal notice to both the parties, i,e the shop owner and the manufacturer. Would you like me to draft a legal notice?

User: I have already sent a legal notice to both the opposite parties which were delivered to them respectively on 7th Feb 2022. I would like to know about other remedies for me.

Consumer Grievance Assistance Chatbot: Could you please specify what reply you get on the legal notice.

User: Neither party responded to my notice or offered any resolution so far.

Consumer Grievance Assistance Chatbot: Thank you for clarifying the communication attempts made. How much compensation do you seek in the present matter? With respect to jurisdiction as your incident occurred in Salem and both parties named are also located there, the District Commission at Salem has territorial jurisdiction and as the amount involved is less than 50 lakh the District Commission at Salem also has pecuniary jurisdiction on the matter.

User: Regarding compensation amount, considering the substandard products led to health issues and hospitalization expenses for my 5 year old child and I, I wish to claim a sum of Rs 3,00,000.

Consumer Grievance Assistance Chatbot: Thank you. You can jointly hold the manufacturer and seller accountable towards the losses, healthcare costs as well as trauma endured by you. I would recommend you to file a consumer complaint as you have already sent a legal notice to the opposite party. In case you get any problem in the above process or have any doubt, I would suggest you contact the state consumer helpline at 044-28592828 Call centre Assistants are available between 9-30 AM to 6-00 PM on all working days of Government of Tamil Nadu or you can call the National Consumer Helpline at 1800-11-4000 for information, advice, or guidance on complaints. You can also call 14404 or send a message to 8130009809. You can also register a complaint through the NCH app. Is there anything else you need?

User: Yes, kindly draft a complaint for me.

Consumer Grievance Assistance Chatbot: Before that can you please summarize what all documents you have to back our case.

User: Yes, I have all the documents such as purchase invoice, record of hospital where I was admitted with medical bill and medical report and record to show that my monthly income is less than 25,000 Rs.

Consumer Grievance Assistance Chatbot: Sure, I will prepare a draft consumer complaint letter with all the relevant details you shared with me. You can review the draft before final submission and suggest changes that you would like to make. Here is your [complaint](https://docs.google.com/document/d/1WCKqzF2JJzt-gncWv1c01RYdSA1HFbKV29mxMW715A4/edit). Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”. Do you want me to provide you with the pre-filled versions of the same?

Consumer- Yes, it will be great if you can do that as well.

The Consumer Grievance Assistance Chatbot: Here is your [affidavit](https://docs.google.com/document/d/1-rXNvzkWbl5AuApl1791l60N_0tgvO28cZgFiPetFxs/edit) and [MoP](https://docs.google.com/document/d/18aSlwmSrFgbQR3MmAX1DTEpeDWiryGd6aOvKk8SjxHI/edit). You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. In case of any queries regarding how you can get the Affidavit notarised, feel free to approach me anytime. After filling all the documents and getting the affidavit notarised, you can file your complaint on E-daakhil, the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

User: Yes, it will be great if you can give me a step-by-step guide on how I can file this.

The Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:-

1. Create an account on E-daakhil.
2. Verify your email address and login
3. Go to “Consumer Complaint” and accept the terms and conditions by clicking the “accept” button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click “Consumer Complaint” and enter the claim amount that you are seeking.
5. Select Tamil Nadu as the State and Salem as the district. Click continue to proceed to the “Case Details” page.
6. On the “Case Details” page, enter all the necessary details and in case of any queries, please let me know.
7. In the “Party Name” section, enter the name of the parties. In the “Advocate” Section, enter the details of your advocate and if you do not have an advocate, you can leave it blank.
8. In the “Complaint Section”, you can provide the following as your complaint:-

“A. Hariharan, an engineer and sole breadwinner, purchased three sealed bottles of carbonated flavoured water from Srinivasa Coffee Shop in Salem. After consuming a bottle with his child, they experienced vomiting and health issues. Medical expenses amounted to Rs. 650. Despite returning contaminated bottles and sending a legal notice, no remedial action was taken. Seeking compensation of Rs.3,00,000, the complaint highlights negligence in manufacturing and distribution practices, urging the District Consumer Disputes Redressal Commission in Salem for justice.

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1. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

Please note that under the Consumer Protection Act 2019, the Consumer Court can request the parties to go for mediation. However, both parties must agree for the matter to be sent for mediation. However, if the parties do not arrive at an amicable settlement, the matter is sent back to the court.

User: Got it. I will not agree for mediation.

The Consumer Grievance Assistance Chatbot: In that case, the consumer court in Salem has to proceed with the case.

User: Got it. Thank you very much!

The Consumer Grievance Assistance Chatbot: You are welcome. Feel free to raise further queries anytime. Best wishes.