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

User: So, I visited the dealership on the 7th of April, 2021, with the intention of purchasing a Hyundai Venu. The sales representative quoted me a price of Rs. 9,15,000 for the car.

Consumer Grievance Assistance Chatbot: And did you proceed with the purchase at that time?

User: Yes, I did. I paid an advance amount of Rs. 10,000 on the same day after receiving permission to buy the car from the dealership.

Consumer Grievance Assistance Chatbot: I see. And what was the timeline promised for the delivery of the car?

User: The dealership assured me that the car would be provided within a month of the payment.

Consumer Grievance Assistance Chatbot: And did the dealership adhere to this timeline?

User: Unfortunately, no. After a month had passed, I was informed by the dealership that the car had not been supplied by the company and that the delivery would be postponed for various reasons.

Consumer Grievance Assistance Chatbot: Have you received any updates or explanations from the dealership regarding the delay?

User: Yes, they requested me to wait as there were other customers who had booked the car before me and were also waiting for their deliveries. However, despite their assurances, the car was not supplied to me.

Consumer Grievance Assistance Chatbot: Thank you for providing me with these details. Based on what you've shared, it's evident that there's a clear case of deficiency of service on the part of the dealership. As your first remedy, you can send them a legal notice. Do you want me to prepare a draft for the same?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay. Here is your [notice](https://docs.google.com/document/d/12DF4zkGEcJI8_nOZJnpCY5Rj5jb6kvhedxAYNwyaoDQ/edit). Please review this draft letter. You'll need to send it to their consumer grievance email, which should be found over the internet, along with a copy of your invoice and other evidence. Once you send this notice, they should respond within 15 days. If they don't, or if you're not satisfied with their response, the next step you can take is to file a complaint with the consumer court.

User: They didn’t respond. What should I do?

Consumer Grievance Assistance Chatbot: In that case, you can file a consumer complaint. I'll ensure that all these points are accurately reflected in the complaint we file against them. If there's anything else you'd like to add or any specific aspects you'd like to emphasize, please feel free to let me know.

User: No there’s nothing else to add.

Consumer Grievance Assistance Chatbot: Great. You'll need to submit several documents, including the legal notice you sent, their response (if any), and any evidence like invoice of purchase and evidence of the deficiency claimed. I can generate a checklist for you. Would that be helpful?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is the checklist:

1. Create Account: If not already registered, create an account on the [e-Daakhil](https://edaakhil.nic.in/) portal.
2. Email Verification: Verify your email address by clicking the link sent to your registered email. Then:
3. Login: Use your credentials to login to the portal.
4. Start New Case: Click on 'File a New Case' from the Filing dropdown menu to initiate your complaint.
5. Click consumer complaint.
6. Read the disclaimer and click “accept”.
7. Click consumer complaint.
8. Enter the amount you want to claim as compensation in the claim amount.
9. Select Andhra Pradesh as the state and Vishakapatnam as the district. Click continue.
10. You will now land on the Case details page. Enter your name, your address and your mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.
11. Enter Narayana Hyundai Cars Ltd. in the Opposite party name section. Enter its address in the opposite party address section. Select the state and district of the registered address.
12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.
13. In the Complaint section, write the following:

“I was not provided with the booked car within the stipulated time even after paying advance”.

1. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name and opposite party, click save and continue.
2. Upload Documents: Attach your index, complaint, memo of parties, affidavit and any other evidence you have that you intend to rely on. You'll also need to attach the opposite party’s response if received.
3. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.
4. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Do you want me to draft a complaint letter for you?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure. Here is your [complaint](https://docs.google.com/document/d/15eeDVEduQ01d-XAO0pTKL4QBlCJwGHmsch5bL8ZVK-0/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/1FKVvxR90MSp1dDh_zhehnNZrtVWsNgCEVv94HNVOeNQ/edit) and [affidavit](https://docs.google.com/document/d/17TS9F98d2Ntw3fjilUyyCPEE8fS5QTznFCg8YhPL3Lw/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.