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

User: I purchased a 100 gm pack of Taj Mahal Tea for personal consumption in Ahmedabad, and another identical pack was bought in Gurgaon, Haryana. Both had the same packaging and were from the same brand and were of the same quantity. However, there was a huge difference in the pricing. The one I bought from Ahmedabad cost me Rs. 35 and the one from Gurgao was Rs. 60.

Therefore, I want to file a complaint against the company for disparity in the prices of the same product.

Consumer Grievance Assistance Chatbot: I’m sorry to hear that! That does sound like a legitimate concern. What did you do after facing this issue?

User: When I saw the increased pricing in Gurgaon. I took it up with the storekeeper. However, it was of little help as the MRP of the product printed on the package was Rs. 60. So, I did not get a satisfactory response from him.

Consumer Grievance Assistance Chatbot: That's unfortunate. Did you send the legal notice to the company?

User: No. Would you help me draft one?

Consumer Grievance Assistance Chatbot: Sure. But before I proceed. I would require some of the details like your name, address, age, father’s name, occupation, phone number, email address, company name, address, phone number, and email address.

User: I am J. P. Singh and I work as an engineer. My father’s name is Prakash Raj Singh. I am 39 years old. My phone number is 9935267092 and my email address is jpsingh@ gmail.com. I live in B/7/5, Elite Society, Shahibaug, Ahmedabad - 380004.

The company whose product I bought was Hindustan Unilever Ltd. Their contact number is 78016884994 and their email address is info@hindustanuniliver.com. Its Ahmedabad branch office is located at 257, Nirnay Nagar Road, Nirnay Nagar Sector I, Ahmedabad - 380029.

Consumer Grievance Assistance Chatbot: Thank you so much for the details. When did you recognize the disparity between the prices?

User: On 20.06.2021 during my visit to Gurgaon, Haryana. I wanted to purchase 100g of Taj Mahal Tea and was shocked to see its price.

Consumer Grievance Assistance Chatbot: that’s an unfortunate thing to happen during your visit. The cause of action arose within the limitation period of 2 years and as per the facts provided you have legal grounds to issue legal notice for deficiency in service.

Consumer Grievance Assistance Chatbot: when did you purchase the first product?

User: I purchased it in Ahmedabad on 09.04.2021.

Consumer Grievance Assistance Chatbot: okay. Can you tell me what sort of remedy you are looking for?

User: I want the company to rectify this disparity in pricing in different locations and refund me the amount paid for both products along with compensation of Rs. 10000

Consumer Grievance Assistance Chatbot: Thank you for mentioning that. I have drafted a legal notice for you based on the details you have provided. Here is your [notice](https://docs.google.com/document/d/1jsJJqNsbPCdnzTyBXWGV4BBK-Jqbu47zYJb389Tmc00/edit) In case you encounter any problem in the above process or have any doubts, I would suggest you contact the National Consumer Helpline at 1800-11-4000 or 19165 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: Thank you for drafting the legal notice. What do I do if I do not get any response after sending the legal notice?

Consumer Grievance Assistance Chatbot: you can file a consumer complaint. Do you want me to draft a complaint?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Are you looking for the above-mentioned remedy from the consumer court?

User: yes.

Consumer Grievance Assistance Chatbot: Great! With respect to jurisdiction, you have two options. Ahmedabad, the place of your residence and the company’s location, and Gurgaon, the place where the cause of action arose, where you realized the disparity between the prices of the same product. Where would you prefer to file your complaint?

User: Ahmedabad.

Consumer Grievance Assistance Chatbot: That's great! Ahmedabad is within the jurisdiction district Consumer Disputes Redressal Commission of Ahmedabad City, hence, your complaint will be filed here.

To ensure that the complaint accurately represents all the discussed facts, I'll need some documentation and evidence to support your case against the opposing party. This may include details such as the payment receipts, bills of payment, any correspondence exchanged with the other party, and any other relevant information that can strengthen your case. Please provide these documents so that I can incorporate them into the complaint draft effectively.

User: I have UPI payment receipts showing the purchase of the product at both places and the packaging of both products showing the disparity in the MRP between them and a copy of the legal notice sent to them regarding the issue.

Consumer Grievance Assistance Chatbot: what was the mode of payment?

User: the payment was through PhonePe UPI.

Consumer Grievance Assistance Chatbot: Alright. Thank you for providing the required documents. I have prepared a pre-filled complaint draft based on the information you provided. Here is your [complaint](https://docs.google.com/document/d/1ij-LnWvXIcbiA0nHtoavc9zDo1C0SdBVNtHgy4kQxak/edit). This form needs you to input specific details such as the date and your signature. Additionally, you'll also need to submit an affidavit and a document titled the "Memorandum of Parties" along with the complaint. Would you like me to provide pre-filled versions of these documents too?

User: Yes. That would be really helpful.

Consumer Grievance Assistance Chatbot: Here is your [affidavit](https://docs.google.com/document/d/1lOOvIynIPiyjH8fTuMNrVN52ztC7GkLXb_auSJCcM0M/edit) and [MoP](https://docs.google.com/document/d/1cE1V6N8_c6hfj3_XA7aFMN9oO50dqFH7cmHV7Oj1brk/edit). Please fill in the necessary details left blank in both documents. Additionally, please get the affidavit notarized. If you have any questions regarding the notarization process, feel free to reach out to me for assistance. After completing all documents and notarizing the affidavit, you can proceed to file your complaint on E-daakhil, the consumer redressal portal. Would you like me to provide you with a detailed guide on how to file your complaint step-by-step on E-daakhil?

User: yes please:

Consumer Grievance Assistance Chatbot: You have to follow these steps 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 Gujarat as the State and Ahmedabad City 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:-

“Engineer J P Singh filed a consumer complaint against the Hindustan Unilever Ltd., alleging the disparity in prices between the identical products from the same brand in two different locations. J P Singh bought a 100 gm pack of Taj Mahal Tea for personal use in Ahmedabad and purchased an identical pack in Gurgaon, Haryana. Both packs had identical packaging and were from the same brand, containing the same quantity of tea. However, he noticed a significant disparity in pricing between the two locations. The pack purchased in Ahmedabad cost me Rs. 35, while the same product in Gurgaon was priced at Rs. 60. Despite J P Singh’s legal notice, he never received a satisfactory response from the opponent, causing mental distress and financial loss. The complainant seeks relief for the gross deficiency in service, demanding the refund of the consideration amount paid for the price of products purchased at both places for Rs. 35 In Ahmedabad and Rs. 60 in Gurgaon, along with Rs. 10000 in pursuing the case.”

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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 to mediation.

Consumer Grievance Assistance Chatbot: In that case, the consumer court in Ahmedabad city has to proceed with the case. In case you get any problem in the above process or have any doubts, I would suggest you 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: No. Thank you very much for the assistance!

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