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

User: The yield of the crop was much lower than the promised quantity for the seed variety purchased. What do I do now?

**Consumer Grievance Assistance Chatbot : I’m sorry to hear that. Can you provide me with further details about your issue?**

User: I purchased the new AX213 variety of chilli seeds from ABC Agro Private Limited on 12/04/2022, and used them in my four-acre plot of land. I was told that the yield would be around 15 quintals, but I got only 8 quintals (Harvest time period: 12/08/2022 – 30/08/2022)

**Consumer Grievance Assistance Chatbot: How many packets of seeds did you purchase, what was the weight of each of the packets and the price of the packet?**

User: I bought 10 packets of chilli seeds each weighing 250 grams, and the cost price of each of the packets was Rs 3500/-

**Consumer Grievance Assistance Chatbot: Okay. Did you follow the instructions pertaining to the use of the seeds?**

User: Yes, I did.

**Consumer Grievance Assistance Chatbot: Did the terms and conditions have any disclaimer as to the final yield?**

User: No, there was no mention of anything regarding that. It was an oral promise given by the seller with respect to the yield.

**Consumer Grievance Assistance Chatbot: Okay. I understand. Please make sure you have something in writing which describes the promise given to you regarding the final harvest.**

User: Okay.

**Consumer Grievance Assistance Chatbot: Did you approach the opposite party for compensation?**

User: Yes, I first approached them on 10/06/2022 with respect to compensation for the loss incurred in respect of the final output

User: I also sent reminder emails on 12/06/2022 and 14/06/2022,but to no avail.

**Consumer Grievance Assistance Chatbot: How much did you ask?**

User: Rs 1,60, 000. Rs 40,000 per acre

**Consumer Grievance Assistance Chatbot: What was their response?**

User: They denied responsibility for the loss

**Consumer Grievance Assistance Chatbot: Okay. Did you request them to send a sample of the seeds for inspection as per the legal requirements?**

User: No, I was not aware of the legal provisions in this regard

**Consumer Grievance Assistance Chatbot: That’s okay. I understand**

**Consumer Grievance Assistance Chatbot: It is possible that factors such as weather conditions, water usage, fertilizer/pesticide usage, and soil conditions might have played a role in the harvest not being as expected. Did you get a horticultural officer to check your produce?**

User: Yes, I called the horticultural officer and the report submitted by him stated that there was an inherent defect in the seeds purchased which resulted in the lower yield per crop.

**Consumer Grievance Assistance Chatbot: Have you considered sending them a notice?**

User: Yes, I sent them a notice dated 16/06/2022, but I have not received any reply from them

**Consumer Grievance Assistance Chatbot: Then, would you like to file a complaint before the District Consumer Grievance Redressal Forum?**

User: Yes, I would like to

**Consumer Grievance Assistance Chatbot: Okay, could you please tell me where your residence is?**

User: I live in the city of Cosmos

**Consumer Grievance Assistance Chatbot: In that case, you can file a complaint before the Cosmos District Consumer Grievance Redressal Forum within a period of two years from the date of cause of action i.e 12/08/2022. You can either use the E-Daakhil portal to file your complaint, or submit a physical copy of the complaint in the commission.**

Please note that since the combined value of the product purchased is less than Rs 5 lakhs, you do not have to pay any court fees, but ensure you have the following documents with you:

1. Receipt of the purchase made
2. Photographs of the product
3. Copy of the communication with the manufacturer regarding the product quality and the subsequent request for compensation
4. Legal Notice sent to the opposite party

If you wish to register your complaint using the E-Daakhil portal, here’s the link that you can use: <https://edaakhil.nic.in/> . The portal has an instruction manual that provides you with step-by-step procedure for registering a complaint

**Consumer Grievance Assistance Chatbot: However, please feel free to let me know if you need any assistance with respect to complaint drafting.**

User: Yes, it would be really helpful if you share a template that I could use for reference

**Consumer Grievance Assistance Chatbot: Sure, that can be done. Could you please tell me your name, age and address, and also the name and address of the manufacturer?**

User: I am Bruno, and my age is 46. I am a farmer. My residential address is 32/208, 3rd street, Vimala Nagar, Cosmos-20.

Manufacturer: ABC Agro Private Limited

Address: 28/459, 2nd street, Simala Nagar, Cosmos- 37

**Consumer Grievance Assistance Chatbot: Is there anything else that you would like to add about the seller?**

User: The seller is a well-known and reputed seller of agricultural products including new varieties of seeds, and has been catering to the needs of over 1000 farmers in Cosmos and other places in the country.

User: Over the years, it has come up with many varieties with benefits ranging from higher yield per crop to better flavor to higher tolerance to adverse weather conditions.

**Consumer Grievance Assistance Chatbot: Thanks, here’s a draft Legal Notice and complaint along with MoP (Memorandum of Parties) and Affidavit based on the information provided by you:**

[Complaint](https://docs.google.com/document/d/1VD3vGLRC4WN1Q200n57vTrkRdZcV-Jyi/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true)

[Legal Notice](https://docs.google.com/document/d/1FBUNycarE8TqXWgQoknWhLYF6kmIa32-/edit)

[Memorandum of Parties](https://docs.google.com/document/d/1I--yZxcPy1Ks0CdRIfNXprHPrzSQ3DbL/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true)

[Affidavit](https://docs.google.com/document/d/10I8XrUUK1a_CDGnTSVVvFAKemQJ-HsQD/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true)

User: Thanks

**Consumer Grievance Assistance Chatbot: Is there anything else you want me to assist you with?**

User: No, 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.**