**(This hypothetical chatbot Q&A is based on CC/18/2022 from Before the District Consumer Disputes Redressal Commission, North Goa at Porvorim)**

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

User: I was sold defective modular kitchen sets.

Consumer Grievance Assistance Chatbot: That’s terrible.Can you please tell me more about the incident?

User:I purchased an IFB modular kitchen on 24th January 2019 for Rs. 1,68,715. IFB representatives had expressly said it was made of the highest quality stainless steel that won't rust.

Consumer Grievance Assistance Chatbot: What issue did you face with the kitchen?

User: In January 2022, within the 5 year warranty period, I noticed rusting on the handles and chimney panels.

Consumer Grievance Assistance Chatbot: What happened when you complained about this to IFB?

User: Despite repeated complaints, when the technician visited, he confirmed the handles and panels were of poor quality and defective.

Consumer Grievance Assistance Chatbot: What was the rusting within 3 years indicative of?

User: It clearly indicated the modular kitchen was not of the highest stainless steel quality as claimed by IFB at purchase.

Consumer Grievance Assistance Chatbot: So to summarize, IFB failed to deliver the quality they promised and their product was defective?

User: Absolutely, the premature rusting shows their false claims and deficiency in quality.

Consumer Grievance Assistance Chatbot: You can file a complaint before the consumer court having jurisdiction to hear the case. For that, you must first send a fifteen-day notice to the IFB Industries showroom. The same can be sent electronically or by post. Or else, you can also contact the National Consumer Helpline using the helpline number 1800-11-4000. The Consumer Helpline will give assistance regarding how you can approach the present dispute. What would you prefer?

User: I will go for a complaint.

Consumer Grievance Assistance Chatbot: Certainly. I will need some more information from you related to the matter. Can you please tell me the following: your full name with address, age, and occupation, and the registered address of the company?

User: Sure. My details are Mr. Elinio Bosco de Noronha, S/o De NoronhaR/o Sapna Centre, 4th Floor, Dada Vaidya Road, Panaji, Goa – 403001. and the Opposite party details are: The Managing Director IFB Industries Ltd. Plot No. 1, Phase-1 Verna Industrial Estate Verna, Goa - 403722

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/1vX3_b0-akfKHvQ61iL-7Ir58Kl6k0BeD/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) for filing of consumer complaint. Please note that these are templates that may require certain corrections or modifications and certain details (particularly the date and signature) will need to be filled at your end.

User: Thank you. I want to file a consumer complaint; can you guide me?

Consumer Grievance Assistance Chatbot: Certainly. I would need some more information from you related to the matter to assist you better. What is the relief that you would wish to pursue through the complaint?

User: I would want replacement of the handle and chimney of the modular kitchen and compensation of Rs. 50,000/- for mental harassment, as well as litigation charges of Rs. 50,000/-

Consumer Grievance Assistance Chatbot: Sure. Since the value of the consideration amount you paid is Rs. 1,68,715/- which is less than One Crore Rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in Panaji district and the cause of action arises in Panaji. The opposite party carries on business in Verna. You have the option to file the complaint to the Porvorim Consumer Disputes Redressal Commission.

User: Okay inform me about the complaint filing procedure

Consumer Grievance Assistance Chatbot: Sure. Below is the process for filing a consumer complaint at the Porvorim District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:

1. Create an 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 log in 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 have as compensation in the claim amount.

9. Select North Goa as the state and Provorim 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 The Managing Director IFB Industries Ltd. Plot No. 1, Phase-1 Verna Industrial Estate Verna, Goa – 403722 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 purchased a modular kitchen from the IFB Industries showroom on 24th January 2019 vide invoice dated 2nd October 2015 for a total consideration of Rs. 1,68,715/- (Rupees One Lakh Sixty-Eight Thousand Seven Hundred Fifteen Only). It was expressly specified by the IFB industries company representatives that the modular kitchen is made of stainless steel of the highest quality which will not rust. However, in January 2022, within the warranty period of 5 years, I noticed rusting of handles and chimney panels of the modular kitchen. After repeated complaints to the IFB industry about the defect, the technician visited the house and confirmed that the said handles and chimney panel were of very poor quality me that they were defective.”

14. 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 the opposite party, click save and continue.

15. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

16. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

17. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

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

User: Yes, that would be really helpful.

Consumer Grievance Assistance Chatbot: Excellent, I've generated a pre-filled [complaint](https://docs.google.com/document/d/1KAZ9VxPjs352NVikTL3XlWtkuLq1yoy0/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) for you with all the details you've provided. Once downloaded, fill in all blank details, review 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:  Sure. Here is a draft [affidavit](https://docs.google.com/document/d/1WISBZvCBFrp_iu3GIyAfnAVt7ocjj9Ez/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/1QkYW_b8_-YAm7JfXcwWDFRgQkqb8pY5h/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true). 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.