**(This hypothetical chatbot Q&A is based on CC/23/2021 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: My clothes were damaged by a dry-cleaning shop.

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

User: Sure. On 17/01/2022, I had given 5 expensive coats and 1 regular coat to ABC Dry Cleaners for dry cleaning. I paid them Rs. 2,350 as the cleaning charges. They provided a receipt mentioning the clothes will be ready for collection by 27/01/2022.

Consumer Grievance Assistance Chatbot: Okay. Do you have that receipt with you now?

Client: Yes, I have.

Consumer Grievance Assistance Chatbot: Thank you. This will be useful evidence. Please continue.

User: On the day I went to collect the clothes, I was shocked to find two of my expensive woolen coats were completely damaged. They had conspicuous burn marks and the fabric had torn in multiple areas.

Consumer Grievance Assistance Chatbot: Were these coats damaged when you had given them for dry cleaning?

User: Absolutely not! In fact, one of the destroyed coats was recently purchased by me in the UK for approx. Rs. 9,000. I had worn it for my wedding just 10 days back on 08/01/2022. And the other one was tailored in India for Rs. 11,000. Both were in perfect condition.

Consumer Grievance Assistance Chatbot: I understand. Please go on.

User: When I pointed this out to the shop staff, they outright denied any fault on their end. They falsely claimed that I had already given them the coats in that damaged state. But I clearly remember verifying all items were in good condition before handing them over.

Consumer Grievance Assistance Chatbot: Can you share when exactly you purchased these coats?

User: Yes, I have all the bills as proof of purchase. I bought the UK coat on 5th December 2021. And the tailored one was made for me in November 2021. I have copies of all documents.

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 ABC Dry Cleaners. 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 prefer filing Legal notice.

Consumer Grievance Assistance Chatbot: Certainly. I will need some more information from you related to the matter. Can you please tell me the following: full name and address

User: Sure. Mr. Francisco Abel Joao, Son of Mr Jose Leocadio Joao, residing at H.No. 565/F-1, Sea Goas Apartments, St. Cruz, Cujira, Tiswadi Goa.

Consumer Grievance Assistance Chatbot: I would also need the registered office address of the dry cleaning agency.

User: Lakaki Dry Cleaners & Art Dyers, Opp. Café Tato, Near Municipal Garden, Panaji - Goa

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/1kPIwSKl86A9gPKfMeamC-CPj7LekrWzy/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 a refund of the entire amount and compensation for mental harassment.

Consumer Grievance Assistance Chatbot: Sure. Since the value of the ticket paid as consideration by you paid for dry cleaning is Rs. Rs. 2,350 which is less than One Crore rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in Bardez district and the cause of action arises in Panjim. The opposite party carries on business in Panjim. You have the option to file the complaint to the Porvorim District Consumer Disputes Redressal Commission.

User: Provide details about the process of filing.

Consumer Grievance Assistance Chatbot: Sure. Below is the process for filing a consumer complaint at the Provorim 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 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 have as compensation in the claim amount.

9. Select Goa as the state and Porvorim as the district. Click continue.

10. You will now land on the Case details page. Enter your and your family members details who have made payment for the trip, and provide details of their name, your address, and mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.

11. Enter The Manager/Proprietor, Lakaki Dry Cleaners & Art Dyers, Opp. Café Tato, Near Municipal Garden, Panaji - Goa 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 had given my coats for dry cleaning to the Opposite party who charged me Rs. 2350/-, however the same was damaged at the delivery time. The Opposite party refused to admit their actions of damaging my coat. The coats were bought by me from the United Kingdom and hold special significance in my life.”

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 helpful.

Consumer Grievance Assistance Chatbot: Excellent, I've generated a pre-filled [complaint](https://docs.google.com/document/d/1d7QSAEGOmDCdSOh63vGPFehSZlo1Sybp/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/1sd7lk4bXZxLD9C0H4WHUWZUTwDiUjwc-/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/1OAH-JkQOja-lmJ__iJQH7Fcl6j16nSp1/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.