**(This hypothetical chatbot Q&A is based on CC/84/2018 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: Most of the time my landline phone is dead/not working.

Consumer Grievance Assistance Chatbot: That’s terrible.. Can you please tell me more about the issues that you are facing with your landline phone?

User: Yes. I have been facing constant interruption in my BSNL landline service for several weeks now. The line often goes dead and I'm unable to make or receive calls.

Consumer Grievance Assistance Chatbot: Okay. Did you complain to BSNL about this issue?

User: I made repeated complaints over the phone and even personally to their staff, requesting them to fix the interruption. After a lot of follow-up, they finally sent a lineman to check the connection.

Consumer Grievance Assistance Chatbot: And what did the lineman find?

User: This is the most shocking part. The lineman informed me that the interruption was due to parallel connections installed in my house by BSNL themselves way back in 2006!

Consumer Grievance Assistance Chatbot: What? The company installed parallel connections without your consent?

User: Yes! I had no idea about this. The lineman told me that was causing the issues.

Consumer Grievance Assistance Chatbot: This is unbelievable. Did you raise this with BSNL officials?

User: Yes, I informed higher authorities about their staff illegally installing parallel connections at my home. But instead of apologizing or fixing the issue, the JTO abused me in public for complaining!

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 BSNL. 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 sending legal notice.

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

User: Sure. Mr, G.D. Kirtani resident of H. No. 500/19/2, Yash Anand, Filomena Housing Society, Alto Santa Cruz, P.O. Bambolim, Goa

Consumer Grievance Assistance Chatbot: What is the registered office address of the telephone company?

User: Telecom Bharat Sanchar Nigam Limited, Goa Telecom District, Goa Sanchar Bhavan EDC Complex, Patto Plaza, Panaji-Goa.

Consumer Grievance Assistance Chatbot” What is your landline number?

User: My landline number is: 2445533

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/17JT75DWhgD0vHqtkNiDBikptmJj2_-RQ/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 compensation for mental harassment.

Consumer Grievance Assistance Chatbot: May I know the consideration amount you paid for the landline telephone and how much compensation you are looking for?

User: I want compensation of Rs. 20,000,00/- and the value of my telephone is Rs.5,000/-

Consumer Grievance Assistance Chatbot: Thank you! Since the total amount you would claim would be Rs. 25,000,00/- which is less than one crore rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in Bambolim district and the cause of action arises in Bambolim. 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: Okay, please inform me about the complaint procedure.

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 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 as compensation in the claim amount.

9. Select North Goa as the state and Porovrim 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 Air India in the Opposite party name section. Ground Floor, Dempo House

D.B Road, Panaji Goa, Tamil Nadu 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 have made repeated complaints to Merces Exchange and even on the personal cell phones of the employees working there requiring them to resolve the interruption of my landline. However, after repeated requests, the lineman came to the house and after verifying informed us that the interruption was due to parallel connections installed in my house. What was even more shocking to me was when he informed me that the parallel connection was installed by the Merces Exchange company themselves way back in 2006. I informed this disservice to the higher officials of Merces Exchange they informed me that they would take appropriate action to enable me to use my landline phone however no action was taken, instead the J.T.O Mr. D’Costa abused me in public for complaining to higher officials.”

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/11tC1paYDM8n7bpxaDVuGqgzk9-6Babhc/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/1FbNtQo6PigZqMFgU1EypJX7owq_dPaQ9/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/14tnCOHPfoahCG8p56FjUA0vwXR_aNHNx/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.