**(This hypothetical chatbot Q&A is based on CC/55/2022 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 have been cheated by a travel agency.

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

User: My husband and I purchased a Rs. 1,50,000 Doves Vacation membership from Amway Innoventures Ltd on 26/04/2022. The Amway executive assured us we would get a full refund if unsatisfied.

Consumer Grievance Assistance Chatbot: What trip did you plan based on this membership?

User: We planned a trip to Mahabaleshwar from 28/05/2022 to 01/06/2022. Despite providing details in advance, they failed to make the confirmed booking as promised.

Consumer Grievance Assistance Chatbot: How did this impact your trip plans?

User: We faced immense harassment and monetary loss. We had to make expensive alternate arrangements by paying Rs 5000 per day.

Consumer Grievance Assistance Chatbot: What effects did this experience have on you?

User: It caused severe mental agony and trauma having to deal with the unexpected expense and chaos.

Consumer Grievance Assistance Chatbot: So to summarize, Amway failed to deliver on their promises regarding the vacation membership and booking?

User: Yes, that's correct. Despite assurances of a refund if unsatisfied, they did not provide the services we paid for.

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 Doves Vacation. 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 would prefer to send a legal notice. Can you help me to draft one?

Consumer Grievance Assistance Chatbot: Certainly. I will need some more information for that. Can you please tyour full name, address and age.

User: Sure. Rucha Belekar w/o Rahul Belekar residing at Flat No. 401, Esmeralda, Old-Goa, Bypass Plateau, Panelim, Kadamba Road, Ilhas Panaji – Goa - 4034022.

Consumer Grievance Assistance Chatbot: I would also need the registered address of Doves Vacation.

User: Doves Vacation 511, Hubtown Solaris Prof. N.S. Phadke Road, Andheri East, Mumbai – 400069.

Consumer Grievance Assistance Chatbot: Please also give me the registered address of Amway.

User: Amway Innoventures Ltd. B2, Killol Apartments, Off F.C. Road, Pune - 411016

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/13jWFIO1l4OuW-JqOnjaC2oU4UWAhRR2g/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. 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 tour package purchased is Rs. 1,50,000/- which is less than One Crore, 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 Mahabaleshwar. The opposite party carries on business in Mumbai and Pune. You have the option to file the complaint to the Porvorim or Mumbai District Consumer Disputes Redressal Commission. Where do you want to file?

User: Okay, please provide further details about the complaint 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 want as compensation in the claim amount.

9. Select North Goa as the state and Porvorim 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 Oppsoite party details as follows: The Managing Director Doves Vacation 511, Hubtown Solaris Prof. N.S. Phadke Road, Andheri East, Mumbai – 400069 3. The Regional Manager Amway Innoventures Ltd. B2, Killol Apartments, Off F.C. Road, Pune - 411016

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:

“My husband and I purchased a membership of Doves Vacation for Rs. 1,50,000 from Amway Innoventures Ltd.a travel agency on 26/04/2022. Amway executive had assured us that if we were not satisfied with the services, we would get a full refund of the membership fee. Relying on this assurance, we planned a trip to Mahabaleshwar from 28/05/2022 to 01/06/2022. Despite providing all the required details well in advance, your representatives failed to make a confirmed booking at the resort as promised. This led us to face immense harassment and monetary loss. We were forced to make alternate expensive arrangements causing severe mental agony and trauma.”

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.

Consumer Grievance Assistance Chatbot: 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/1boj1wXGt_m2sSYE5kvudOjoxYr96WEQ8/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/1_SM2HXCi6MZo_wxgmfGiQ773ZYx7nbud/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/1L8abteoOxtMlPAQ2NkY2wVjQqPaGSIDl/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.