**(This hypothetical chatbot Q&A is based on CC/16/2022 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 delivered a defective power tilling machine which was full of scrap.

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

User: In 2018, I visited a workshop in Kolhapur to purchase a power tilling machine (PTM) for my farm. After seeing a demo, I confirmed I wanted to buy it but could not complete the purchase then due to the COVID lockdown.

Consumer Grievance Assistance Chatbot: Okay, when did you finally purchase the PTM?

User: In May 2021, I contacted the proprietor Mr. Inderjeet again to confirm I wanted to purchase the PTM urgently. I paid the full amount of Rs. 1,13,500 via RTGS on 12/05/2021. This included transportation charges.

Consumer Grievance Assistance Chatbot: Do you have the purchase receipt and payment proof?

User: Yes, I have all the documents ready. Inderjeet promised to send a brand new PTM after the payment.

Consumer Grievance Assistance Chatbot: Alright, what happened after you made the payment?

User: The PTM was delivered on 10/08/2021. But the transporter Avinash Cargo charged me an additional Rs. 4,280 as transportation fee. Also, the invoice from Venkatesh Engineering showed the amount as only Rs. 35,000!

Consumer Grievance Assistance Chatbot: Strange. So you were charged more than the invoice amount?

User: Yes! When I called Inderjeet, he said it was a mistake but I should not worry. But the biggest shock was when I opened the package - the PTM was completely defective and scrap! It was not in a condition to be used at all.

Consumer Grievance Assistance Chatbot: This is clearly a case of cheating and deficiency in service. What did you do next?

User: I approached them multiple times asking for a refund or replacement with a new PTM but they ignored my requests.

Consumer Grievance Assistance Chatbot: Do you have any emails or communication records?

User: Yes I have saved all the call and email records.

Consumer Grievance Assistance Chatbot: Okay, thank you for the information. 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 Venkatesh Engineering Works. 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 like to send a legal notice. Can you help me draft it?

Consumer Grievance Assistance Chatbot: Certainly. I will need some more information from you to draft a notice. Please tell me your full name, address, age, and occupation.

User: Sure. Mr. Sarvesh Kashinath Madgaonkar, S/o Late Kashinath Madgaonakar, Agriculturist by Occupation, 28 years old, resident of H no. 17/B, Ucassaim, Bardez, Goa- 403507.

Consumer Grievance Assistance Chatbot: Please also tell me the name of the proprietor and the registered address of the shop.

User: The proprietor is Inderjeet. The address is Venkateshwara Engineering Works, Vishwatara Apartments, Near Hockey Stadium, Kolhapur, Maharashtra- 416012.

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/18ggzlBNvMoHHTHrTck1wTdAuSu0Acehs/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 want a replacement of the power tilling machine, a refund of the entire amount of Rs. 1,13,500/- and compensation of Rs. 1,00,000/- for mental harassment.

Consumer Grievance Assistance Chatbot: Thank you! Before I give further details regarding the complaint draft, do you want to claim litigation expenses as well?

User: Yes, I want Litigation charges of Rs. 50,000/-.

Consumer Grievance Assistance Chatbot: Sure. Since the value of the replaced PTM is Rs. 1,13,500/- which is less than one Fifty Lakhs, 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 Bardez. The opposite party carries on business in Kolhapur, Maharashtra. You have the option to file the complaint to Porvorim and the Kolhapur District Consumer Disputes Redressal Commission. Where do you want to file?

User: Porvorim is more convenient for me.

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 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 Inderjeet, Proprietor, Venkateshwara Engineering Works, Vishwatara Apartments, Near Hockey Stadium, Kolhapur, Maharashtra- 416012.

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 paid a consideration amount of Rs. Rs. 1,13,500/- to purchase a Power Tilling Machine from the Opposite Party, however, the Opposite Party delivered to me a scrapped Power Tilling Machine.”

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/1qsFmmnssL6huNslCE37zTeKt-pqoqtwz/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/1EBPAwvcbjEyE3YyxYbZ24yYB0J40q42h/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/1kwHO7611uPz66fFx-f5luanWEzSaKVQz/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.