**(This hypothetical chatbot Q&A is based on CC/70/2022 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 bought an electric bike which caught fire and was destroyed. I was delivered with a defective electric bike.

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

User: I purchased a RETROSA scooter from the DSP Electric dealership on 8 November 2021. The total amount paid was Rs. 1,30,000 for the scooter plus Rs. 7,773 in other charges.

Consumer Grievance Assistance Chatbot: What happened after you had been using this scooter for some time?

User: On 21 July 2022, the scooter caught fire at my residence while charging, due to what seems to be a manufacturing defect. It was completely damaged.

Consumer Grievance Assistance Chatbot: What actions did you take after this incident?

User: I immediately brought the damaged scooter to the DSP Electric showroom. Representatives from Avera AI Mobility Pvt. Ltd took the scooter and assured me a replacement would be provided within weeks.

Chabot: Has the company followed through on providing a replacement?

User: Despite several requests and reminders, neither has the vehicle been replaced nor the amount refunded to date.

Consumer Grievance Assistance Chatbot: So to summarize, a manufacturing defect led to your scooter catching fire, but the company has failed to rectify the situation?

User: Yes, that is correct. I have not received a replacement or refund after the incident.

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 Avera AI Mobility Pvt. Ltd. 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 to draft it?

Consumer Grievance Assistance Chatbot: Certainly. Please tell me your full name, address, age, and occupation.

User: Sure. Mr. Shyam Gaonkar, R/o H. No. 72, Kothiwada, Karapur, Sanguelim, Goa

Consumer Grievance Assistance Chatbot: Please also tell me the name of the sales manager and the registered address of the showroom.

User: Mr. Yogiraj Desai, Sales Manager, DSP Electric LLP (Avera AI Mobility Pvt Ltd), Shop No. 1 And 2, Raghunath City Center, Aquem, Margao- Goa- 403601

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/1VfwmAsNlRQwfFWfRJLjexEM41y1cjAZR/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) to be issued. 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 the refund of Rs. 1,37,773 that I am entitled to as per the terms and compensation for mental harassment of Rs. 1,00,000/- as well as litigation cost of Rs. 50,000/-

Consumer Grievance Assistance Chatbot: Sure. Since the refund amount claimed is Rs. 1,37,773/- which is the consideration amount is less than Fifty Lakhs, the complaint will have to be filed in a District Commission. You, as a complainant, reside in the Sanquelim and the cause of action arises in Sanquelim. The opposite party carries on business in Margao. You have the option to file the complaint to the Porvorim District Consumer Disputes Redressal Commission.

User: Okay, please share and tell me about the procedure for filing the Complaint

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 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 Porvrim 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 Mr. Yogiraj Desai, Sales Manager, DSP Electric LLP (Avera AI Mobility Pvt Ltd), Shop No. 1 And 2, Raghunath City Center, Aquem, Margao- Goa- 403601, in the Opposite Party details. 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 RETROSA electric scooter manufactured by Avera AI Mobility Pvt Ltd from your dealership DSP Electric LLP (Avera AI Mobility Pvt Ltd) on 8 November 2021 vide tax invoice no. DSPA/21-22/71 by paying Rs. 1,30,000 as purchase price and Rs. 7,773 towards other charges. On 21 July 2022, the said vehicle caught fire at the residence while charging due to a manufacturing defect and was completely damaged. This was immediately brought to the bike showroom and the damaged vehicle was taken by Avera AI Mobility Pvt. Ltd. representatives for replacement with assurance that a new vehicle would be provided within a few weeks. Despite several oral requests and reminders, neither has the vehicle been replaced nor has the amount been refunded to date.’

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/1WFX0pZ1Dc8dOP8h0ZuNEiEsJr2qX-fqz/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/14Ie69heLFyw758qN5XIHvO8i5Zp3SXx5/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/1RMPihvA7I5buYZTRVHzPEp-rwa0eC4xm/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.