Issue No. 1 – poor quality of the food served

User: There was an insect in the food served to me at a restaurant. What is my remedy?

**Chatbot: Hi, I am your consumer grievance assistance tool. How can I help you?**

User: I visited the Jeevan Nagar branch of ABC restaurant located in the city of Cosmos on 04/02/2022 at 6:30 pm.

**Chatbot: Okay. Could you please briefly explain as to what exactly happened on that day?**

I placed an order for two sandwiches and one mosambi juice.After about 10 minutes, the food arrived, and I began eating it. I had drunk almost half of the juice when I realized that there was an insect in it.

**Chatbot: How much did you pay for the food?**

**User:** I paid Rs 500/- in total

**Chatbot: How many of you visited the restaurant?**

User: I visited the restaurant with three of my friends.

**Chatbot: Did your friends also notice that there was an insect in your juice?**

User: Yes, they did.

**Chatbot: Did you inform the manager of the restaurant immediately?**

User: Yes, I did, but to no avail. They ignored my complaint.

**Chatbot: Does the restaurant have a toll-free number or portal for registering customer feedback or complaints?**

User: Yes, they do. I voiced my concerns in the feedback section that is available on their website, and I also tried calling them on the toll-free number, but there was no response from their side.

**Chatbot: When did you register your feedback?**

User: On 05/02/2022

**Chatbot: Okay, did the portal generate any acknowledgement of the receipt of the complaint? Do you have a copy of it with you with the time and date mentioned in it?**

User: There was no acknowledgement of the feedback registered, but I have taken a screenshot of it.

**Chatbot: Did you ask for a replacement or refund of the amount paid in the feedback?**

User: Yes, I asked them to refund the amount paid for the juice.

**Chatbot: Have you heard from them after registering your complaint?**

User: I received a call from their customer service center after about 3 days. However, they denied the allegations, and said that they had taken all the measures that were necessary to keep insects out. They further refused to return the amount paid.

**Chatbot: Do you remember the measures that they spoke about during the call?**

User: No, I don’t remember

**Chatbot: Have heard of similar incidents being reported at the same restaurant?**

User: Not aware of anything like that

**Chatbot: No issues**

**Chatbot: Have you taken photographs of the product?**

User: Yes, I have taken photos of the product

**Chatbot: Did you experience any health-related complications as a result of consuming the contaminated food?**

User: Yes, I threw up almost immediately. Later, I went to a clinic when I fell sick due to diarrhea.

**Chatbot: What was the total amount of the medical expenses incurred by you?**

User: Rs 1000/-

**Chatbot: What kind of remedy do you want now?**

User: I want them to return the money paid for the juice, and also pay a compensation of Rs 6000/- for the medical expenses incurred and also the mental distress caused

**Chatbot: Have you considered sending them a notice?**

User: Yes, I sent them a notice dated 15/02/2022, but I have not received any reply from them

**Chatbot: Then, would you like to file a complaint before the District Consumer Grievance Redressal Forum?**

User: Yes, I would like to

**Chatbot: Okay, could you please tell me where your residence is?**

User: I live in the city of Cosmos

**Chatbot: In that case, you can file a complaint before the District Consumer Grievance Redressal Forum within a period of two years from the date of cause of action i.e 04/02/2022. You can either use the E-Daakhil portal to file your complaint, or submit a physical copy of the complaint in the commission.**

Please note that since the value of the product purchased is less than Rs 5 lakhs, you do not have to pay any court fees, but ensure you have the following documents with you:

1. Receipt of the purchase made
2. Photographs of the product
3. Legal Notice sent to the opposite party

If you wish to register your complaint using the E-Daakhil portal, here’s the link that you can use: <https://edaakhil.nic.in/> . The portal has an instruction manual that provides you with step-by-step procedure for registering a complaint

**Chatbot**: Below is the process for filing a consumer complaint in the Cosmos 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[-Daakhi](https://edaakhil.nic.in/)l 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 need as compensation in the claim amount.

9. Select the state and the district. Click continue.

10. You will now land on the Chatbotase 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 Opposite party’s details

12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.

13. Fill the complaint section by describing your grievance. Please mention the dates, if

applicable.

14. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

15. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

16. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

**Chatbot: However, please feel free to let me know if you need any assistance with respect to drafting of a consumer complaint**

User: Yes, it would be really helpful if you share a template that I could use for reference

**Chatbot: Sure, that can be done. Could you please tell me your name, age, occupation and address, and also the opposite party’s name and address?**

User: K. Gayathri, and my age is 46. My residential address is 20/918, III street, Vimala Nagar, Cosmos-100. I am a graphic designer by profession, and have been working in H2O Designs Private Limited for the last seven years.

Name: ABC Hotels Private Limited

Address: 2nd Cross Street, Simala Nagar, Cosmos-60

**Chatbot: Thanks, here’s a draft complaint along with MoP and Affidavit that you can further modify according to your requirements:**

[Complaint](https://docs.google.com/document/d/1P_P0Gcc1YHql5bSnxVg0sOx_iPDM0Y9e15jO7zLhKio/edit)

[MoP](https://docs.google.com/document/d/1sOhrj4wDbjQjNNItEH95lsoBbhF8nHy_/edit)

[Affidavit](https://docs.google.com/document/d/1usL1txJUTUtKVJGAIFmBsTyCbpusKXJs2LREcICu6YI/edit)

User: Thanks

**Chatbot: Is there anything else you want me to assist you with?**

User: No, thanks

**Chatbot: Welcome. Happy to help. I hope you found this conversation useful. Please feel free to contact us again in case of any queries in the future.**

Meanwhile, you can log on to <https://consumeraffairs.nic.in/> , or dial 1800-11-4000 (National Consumer Helpline) for more information.

Stay Alert, Stay Safe

Thank you