**(This hypothetical chatbot Q&A is based on CC/43/2022 from Before the District Consumer Disputes Redressal Commission, North Goa at Porvorim)**

Chatbot: Hi! I am your consumer grievance assistance tool. Kindly let me know how I can help you?

User: I was cheated by an online platform.

Chatbot: That should not be the case. I would try to be of as much help as possible. Can you please tell me more about the incident?

Client: Thank you. I had ordered a Sony Walkman on [www.vlebazaar.in](http://www.vlebazaar.in/) website on 09/03/2022 and paid Rs. 12,745 via my ICICI debit card. The order ID was 1461182.

Lawyer: Do you have the order details and payment receipt?

Client: Yes, I have all the records ready. They promised 7 day delivery but I never received it.

Lawyer: Okay, what happened then?

Client: On inquiring, I found out I had paid to a fraudulent account. So I cancelled the order on 29/04/2022 and requested a refund.

Lawyer: And did they agree for the refund?

Client: They said refund will be done by 13/07/2022 but I needed it urgently. So on 21/07/2022, I complained to ICICI Bank.

Lawyer: Alright. What was the response from the bank?

Client: The bank manager refunded Rs. 12,745 on 16/07/2022 calling it a "ghost credit" as it didn't reflect in my balance.

Lawyer: Ghost credit? This sounds suspicious.

Client: Yes, but the shocking part is, after getting this refund, the amount was re-transferred back to Vlebazaar's account without any authorization or OTP from me!

Lawyer: What! The money was taken back without your consent? This is absolutely illegal.

Client: Yes! I lost my hard earned money due to this scam. Please help me get it back.

Chatbot: Dont worry, I am here to help you. 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 VLE Bazzar. 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 assist how you can approach the present dispute. What would you prefer?

User: I prefer sending legal notice.

Chatbot: Certainly. I will need some more information from you related to the matter. Can you please tell me the following: your full name with address, age, and occupation, and the registered address of Sony Centre in India and Goa? Further please provide details of the Television, what was the price you purchased for, the dates on which the technicians visited your house and the date of delivery.

User: Sure. My details are 1. Winston Souza Xavier, S/o S. Xavier, R/o 37/1C, Xell Bastora, Bardez, Goa. Opposite Party details are: 2. Mr. Himanshu Agarwal and Aman Agarwal, VLE Bazzar, Store address plot no. 4, Numberbad Marker, Grace Road, Sec 22, Gurgaon 1220022 Sec 28.

Chatbot: Thank you. 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?

User: I would 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.

Chatbot: Thank you for supplying the information! Please find the notice for filing of consumer complaint [here](https://docs.google.com/document/d/16C-BuQMPKAplcCbw-dwrhmzpdOE9papa/edit). 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?

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

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

Chatbot: Sure. Since the value of the Walkman product is Rs. 12,745/- which is less than Fifty Lakh Rupees, 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 Gurgaon. You have the option to file the complaint to Porvorim and the New Delhi District Consumer Disputes Redressal Commission. Where do you want to file?

User: Provorim is more convenient for me.

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 want as compensation in the claim amount.

9. Select Goa as the state and North Goa 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. Himanshu Agarwal and Aman Agarwal, VLE Bazzar, Store address plot no. 4, Numberbad Marker, Grace Road, Sec 22, Gurgaon 1220022 Sec 28. 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 ordered a Sony Walkman through the opposite party website and paid Rs. 12,745/- online however, I realized that I had transferred the money to a fraud account, and therefore I canceled the order and sought a refund. I complained the same to my bank ICICI, and they transferred the said amount of Rs. 12, 745 however it was never reflected on in account as the Manager termed it as a Ghost amount, when I clarified with the Manager, he further assured me that the amount would be reflected soon. However, I became aware subsequently that the amount has been re-transferred to the Opposite party without my authorization through consent or OTP .”

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.

Chatbot: Excellent, I've generated a pre-filled complaint for you with all the details you've provided. You can find it [here](https://docs.google.com/document/d/1s-Nla7B4PzS1eYAS_Px9dJ-9NR_OZ_Vg/edit). 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.

Chatbot:  Sure. Here is a draft [affidavit](https://docs.google.com/document/d/1qC3TRVXWNRGsBbNIPr_s39bsVC7SLEuX/edit) and [Memorandum of Parties](https://docs.google.com/document/d/1mrsK7_0XjrLbftKH40TZYtiAh6WXzDca/edit). 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.

Chatbot: You're welcome. If you have further questions or need more guidance later, don't hesitate to reach out. Good luck with your complaint.