**(This hypothetical chatbot Q&A is based on CC/46/2022 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: My TV faced some technical difficulties within the warranty period, but the TV service centre is demanding additional costs to repair the TV

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?

User: Yes, in August 2017 I had purchased a Lloyd LED TV manufactured by Havells India Ltd for Rs. 54,000 from their authorized dealer M/s Siddhi Towers, Bicholim.

Chatbot: Do you have the original purchase invoice?

User: Yes I have the purchase invoice and warranty card with me. The TV started having issues within the warranty period of 5 years.

Chatbot: Okay. What kind of issues did you face and when did they start?

User: The display started flickering and audio stopped working intermittently from February 2021.

Chatbot: Did you contact the dealer for repairs?

User: Yes, despite my repeated complaints, their service center failed to repair it properly. Instead they asked me to pay Rs. 43,000 to replace the TV itself!

Chatbot: But it was still under warranty period, so this response is unjustified. What happened then?

User: I agreed for a replacement in good faith, but faced further harassment when their representatives offered defective pieces twice, which again developed issues.

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 M/s Siddhi Towers. 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 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 the company.

User: Sure. My details are 1. Mr. Jayesh Kanolkar residing at Aged 38 years, S/o Shankar Kanolkar, Married, in service, H.No. 257/11, Bela vista Vaddo, Sircaim, Bardez, Goa- 403502, I am a Bank Manager by profession. Opposite party details are: 2. The Managing Director, Havells India Ltd QRG Towers, Sector 126, Noida Uttar Pradesh

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 refund of the entire amount of Rs. 54,000/- towards the cost of the TV and compensation of Rs. 1,00,000/- for mental harassment, as well as litigation charges of Rs. 50,000/-

Chatbot: Thank you for supplying the information! Please find the notice for filing of consumer complaint [here](https://docs.google.com/document/d/1Msd2phwsZCqXtvE5zgtGaOc7YchwenCE/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: Sure. Since the value of the consideration amount you paid is Rs. 54,000/- which is less than One Crore 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 Noida. You have the option to file the complaint to the North Goa Consumer Disputes Redressal Commission.

User: Okay inform me about the complaint filing procedure

Chatbot: Sure. Below is the process for filing a consumer complaint at the North Goa 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 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 The Managing Director, Havells India Ltd QRG Towers, Sector 126, Noida Uttar Pradesh 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 purchased a Lloyd LED TV for Rs. 54,000/-, manufactured by Havells Ltd. Co. from its authorized dealer for M/s Siddhi Towers, Bicholim, Goa in August 2017. The TV developed certain issues within the warranty period of 5 years. Despite repeated complaints by me, the service center failed to repair the TV and instead asked me to replace it by paying Rs. 43,000. I further faced harassment when their representatives offered defective replacement TVs which again developed issues.”

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/1scsaHHpYRqgEU38cbbv2dYZ_aYa7n98D/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/1wMYkq4MovDBWjXqVhBCSN5AGmsg9raOh/edit) and [Memorandum of Parties](https://drive.google.com/file/d/10MEFKJnPZA5LUKjmej77vO_5blTXaf_D/view). 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.