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

User: A defective second-hand car was sold to me. What is my remedy?

Consumer Grievance Assistance Chatbot: Okay. I can help you with filing a consumer complaint. But first, let me understand the full details of your case.

User: I visited the Jeevan Nagar branch of ABC Cars located in the city of Cosmos on 04/02/2022 at 10:30 am, and purchased a second-hand car (*Serene*) for a sum of Rs 6,00,000 /- and I received an e-receipt for the same on 04/02/2022.

Consumer Grievance Assistance Chatbot: Okay. Could you please briefly describe your grievance?

User: I started using the vehicle from the very next day, and on 10/02/2022, there was an accident. It was due to the defective condition of the vehicle that was sold to me.

Consumer Grievance Assistance Chatbot: How sure are you that the accident was due to the defective condition of the vehicle?

User: I am confident that it was due to a defect in the vehicle

Consumer Grievance Assistance Chatbot: Did you get an inspection report from the company?

User: Yes, they sent a hard copy of the report days after the completion of the transaction. Until then, I had only the soft-copy with me

Consumer Grievance Assistance Chatbot: Did the report flag any issues with respect to the vehicle?

User: Nothing obvious

Consumer Grievance Assistance Chatbot: Do you have a valid driving license with you?

User: Yes, I do.

Consumer Grievance Assistance Chatbot: While purchasing the car, were you given an opportunity to contact the actual owner of the vehicle for clarifications, if any?

User: Yes, I spoke to the original owner but they never mentioned anything about the defect in the vehicle. They assured me that the vehicle was in good condition

Consumer Grievance Assistance Chatbot: How old is the vehicle?

User: 5 years

Consumer Grievance Assistance Chatbot: Why were the original owners selling the vehicle?

User: No idea

Consumer Grievance Assistance Chatbot: Did you raise the matter with the seller?

User: Yes, on 11/02/2022, I sent an email to the seller to inform him about the incident. Further, I asked for compensation for selling a defective vehicle, but the seller rejected my request for refund of the money paid towards purchase of the vehicle.

Consumer Grievance Assistance Chatbot: Okay, given that the vehicle has already been in use for quite some time now, it may be difficult to establish a case of manufacturing defect, but if you still want to proceed with a consumer complaint, you are free to do so.

User: Yes, I want to.

Consumer Grievance Assistance Chatbot: Okay, before that, have you considered sending the seller a notice?

User: Yes, I sent a notice dated 20/02/2022, but I have not received any reply from them

Consumer Grievance Assistance Chatbot: You have the option to 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. Alternatively, You can file a complaint before the consumer court having jurisdiction to hear the case.

User: I want to file a case

Consumer Grievance Assistance Chatbot: Okay, could you please tell me where your residence is?

User: I live in the city of Cosmos

Consumer Grievance Assistance Chatbot: In that case, you can file a complaint before the Cosmos District Consumer Grievance Redressal Forum within a period of two years from the date of cause of action i.e 10/02/2022. 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 more than Rs 5 lakhs, you have to pay a court fee of Rs 200, but ensure you have the following documents with you:

1. Receipt of the purchase made
2. Photograph of the product
3. Copy of the email sent to the seller requesting refund of the purchase money
4. Proof of defect in the vehicle
5. 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

However, please feel free to let me know if you need any assistance with drafting a consumer complaint.

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

Consumer Grievance Assistance Chatbot: Sure, that can be done. Could you please tell me your name, age and occupation.

User: I am Bruno, and my age is 40. I work as a graphic designer. My residential address is 20/345, 4th street, Vimala Nagar, Cosmos-15.

Consumer Grievance Assistance Chatbot: What relief are you looking for from your complaint?

User: That the opposite party be directed to refund the money paid towards the purchase of the vehicle, and pay Rs 10,000 as compensation for the mental distress caused, and the legal expenses incurred

Consumer Grievance Assistance Chatbot: Thanks, here’s a draft complaint along with Affidavit and Memorandum of Parties (MoP) based on the information provided you:

[Complaint](https://docs.google.com/document/d/1Bt15-dAg1vdG1bwStOFCObzGif_6HSsg/edit)

[Affidavit](https://docs.google.com/document/d/1thYvHr9edq-FPTYZh47IleKJCScl2QK2/edit)

[Memorandum of Parties (MoP)](https://docs.google.com/document/d/1QnbLFTAxInEgdEjgvg4usgTCpmp6FtwH/edit)

User: Thanks

Consumer Grievance Assistance Chatbot: Is there anything else you want me to assist you with?

User: No, 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.