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

User: Hello, I am Shinder Pal Singh, and I am from Punjab. I bought CCTV cameras from Shin Technologies and they are not working properly at all.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that, Mr. Singh. Can you provide more details about the issue you are facing with the CCTV cameras purchased from Shin Technologies?

User: I bought CCTV cameras from Shin Technologies with a one-year guarantee. However, they are not working properly. There is no visibility, and when I complained to Shin Technologies, the mechanic they sent charged me 2,800 Rs for a spare part. Now, he is demanding another 2,800 Rs for the same spare part. Despite my repeated requests for replacement or refund, no action has been taken by Shin Technologies.

Consumer Grievance Assistance Chatbot: I am sorry to hear what you have gone through. In addition to the camera not ensuring proper visibility, are you facing any other issues with the cameras?

User: Yes, they also switch off all of a sudden and they do not record footage for the period promised. The footage for 12 hours must be recorded, but only for 6-8 hours is being recorded.

Consumer Grievance Assistance Chatbot: I am really sorry for what you have gone through. To assist you better, can you provide additional details such as when you purchased the cameras, the model of the cameras, the details of any communication you had with Shin Technologies after the mechanic's visit, and whether there were any terms discussed regarding the charges for the spare part?

User: I bought them on 30th March 2022. They are normal CCTV cameras that do not even mention the brand. I called their customer care, but the number was not even responsive. So, I directly contacted Shin Technologies’ shop multiple times via email and WhatsApp messages to ask them to either refund or to replace the cameras, but they have not taken any action. I have repeatedly asked them for replacement or repair.

Consumer Grievance Assistance Chatbot: By saying that the cameras do not mention the brand, are you referring to the fact that the cameras do not have the logo or the name of the manufacturer?

User: yes, the name of the manufacturer is not. Even a logo of some sort is missing.

Consumer Grievance Assistance Chatbot: Did you raise this issue with Shin Technologies? If you did, what was their response?

User: I did raise this issue with them as soon as I got the cameras. They told me that the cameras were of high quality and that I need not worry about them.

Consumer Grievance Assistance Chatbot: Thank you for providing those details. Do the messages or emails exchanged between you and Shin Technologies include details regarding the issues with the CCTV cameras, the fact that the cameras are unbranded, the charges for the spare part and your requests for replacement/repair?

User: Yes, they do. I have several messages regarding the same.

Consumer Grievance Assistance Chatbot: Based on what you've told me, it seems there's a sale of defective goods and a deficiency in service from Shin Technologies. You have a valid grievance for which you can seek redressal, i.e., get relief. Let me know what kind of remedy you are seeking and how much you want for the same.

User: I want a replacement and compensation for mental agony. The compensation for mental agony must be 70,000 Rs.

Consumer Grievance Assistance Chatbot: In order to get the relief that you are seeking, you can file a complaint before the Consumer Forum which has jurisdiction to hear your case. You can also go for mediation or contact the Punjab State Consumer Helpline to assist you in this regard. You can find the helpline number [here](http://foodsuppb.gov.in/?q=node/91#google_vignette). Please feel free to ask me for any clarifications regarding each of the options I have presented to you.

User: What will happen if I call the state consumer helpline?

Consumer Grievance Assistance Chatbot: The Delhi State Consumer Helpline will hear your grievance and will guide you by providing the steps involved in filing a case. They will also render advice regarding the strength of your case.

User: What about mediation?

Consumer Grievance Assistance Chatbot: Mediation is a form of settling disputes outside courts. If the parties do not agree for a settlement, then the mediation process comes to an end, resulting in the parties having to seek other methods of settling their dispute, including going to court.

User: Let me directly go to court.

Consumer Grievance Assistance Chatbot: Got it. Before you file a complaint before the forum, you would have to send a fifteen-day notice to Shin Technologies Inc. If you don't receive a satisfactory response or if you don't receive a response from them after a period of fifteen days, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes, it would be helpful if you could draft a notice.

Consumer Grievance Assistance Chatbot: In order for me to draft a notice, I need your full name and address; the full name of Shin Technologies and its address; and the details of the cameras, which will be available in the invoice. You can also upload the invoice here.

(upon uploading documents)

User: My full name is Shinder Pal Singh and I live in House No. 853 Apex Colony, Moga, Punjab. The full name of Shin is Shin Technologies Incorporated, situated in House No. 527, Shanti Nagar, Civil Lines, Moga-142001.

Consumer Grievance Assistance Chatbot: Thank you. In the notice, the relief that you are seeking must be mentioned. Here, you want the cameras to be replaced in addition to compensation for mental agony. So, is it okay if the notice directs Shin Technologies Inc. to initiate the refund of the cameras and payment of compensation for mental agony within fifteen days? This is because the notice is for a period of fifteen days.

User: Yes yes. Ask them to replace the cameras within 15 days.

Consumer Grievance Assistance Chatbot: Got it. Do you want to send the notice via email or by post? If it is via email, then I require your email ID which can be used by Shin Technologies if they want to send a reply. What would you prefer?

User: I prefer sending it via courier.

Consumer Grievance Assistance Chatbot: Got it. Based on the information you have provided me, I have drafted a notice. You can access the [notice](https://docs.google.com/document/d/1uOryBLcgekbVauVwuPTbDV0Rs0Dsz3Ns/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here. Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also, mention the date in the notice before you send it. If you don't receive a satisfactory response or if you don't receive a response within fifteen days, you can initiate legal action by filing a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint?

User: Yes, please provide me with the steps on how I can file a complaint before the consumer forum.

Consumer Grievance Assistance Chatbot: First, I would have to determine which consumer forum has the jurisdiction, i.e., the authority to hear your case. Since both you and Shin Technologies are situated in Moga, the consumer in Moga is the appropriate forum to hear the dispute. Do you want me to draft a pre-filled complaint that you can use?

User: Yes, it would be great if you could draft a complaint that I can use.

Consumer Grievance Assistance Chatbot: I'll need some documents, including the messages you exchanged with Shin Technologies for the repair of the cameras, any communication regarding the mechanic's visit, the demand for additional payment, the receipt of the payment of 2,800 Rs. and your subsequent requests for repair/replacement. I would also require your father’s name, your age, and your occupation. You can upload the documents here.

(Upon uploading documents)

User: My father is Gurdev Singh. I am 52 years old and I am a professor in a college.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1JeHUxbpsLiLij2pFKzkWX0qjmuqapD4R/edit) here. Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the "Memorandum of Parties." Do you want me to provide you with the pre-filled versions of the same?

User: Yes, it will be great if you can do that as well.

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/1YjSkwJD8qhxE-LreVz_09Wt9aO4zf1Mx/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1vZVSf8KcRhIyxJjQsdDiV9Q_Ox9TTWBr/edit) here. You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarized. In case of any queries regarding how you can get the Affidavit notarized, feel free to approach me anytime. After filling all the documents and getting the affidavit notarized, you can file your complaint on E-daakhil, the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

User: Yes, it will be great if you can give me a step-by-step guide on how I can file this.

Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:-

1. Create an account on [E-daakhil](https://edaakhil.nic.in/).
2. Verify your email address and login.
3. Go to "Consumer Complaint" and accept the terms and conditions by clicking the "accept" button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click "Consumer Complaint" and enter the claim amount that you are seeking.
5. Select Punjab as the State and Moga as the relevant district. Click continue to proceed to the "Case Details" page.
6. On the "Case Details" page, enter all the necessary details, and in case of any queries, please let me know.
7. In the "Party Name" section, enter "Shin Technologies Inc." In the "Advocate" Section, enter the details of your advocate, and if you do not have an advocate, you can leave it blank.
8. In the "Complaint Section," you can provide the following as your complaint: -

"The Complainant purchased CCTV cameras from the Opposite Party with a one-year guarantee. The cameras are not working properly, and despite repeated requests, the Opposite Party has not taken any action. The mechanic sent by the Opposite Party charged the Complainant 2,800 Rs for a spare part and is now demanding the same amount again. The invoice is dated 25.03.2022."

1. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the "Pending Complaints" page, you will be required to pay the necessary fees.

Please note that under the Consumer Protection Act 2019, the Consumer Court can request the parties to go for mediation. However, both parties must agree for the matter to be sent for mediation. The process is identical to what I have already told you, with the difference being that the mediation will be conducted by the court-attached mediators. However, if the parties do not arrive at an amicable settlement, the matter is sent back to the court.

User: Got it. I will not agree for mediation.

Consumer Grievance Assistance Chatbot: In that case, the consumer court in Delhi has to proceed with the case.

User: Got it. 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.