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 Vikas Verma, and I am from Moga, Punjab. I was involved in a car accident, and the airbags in my car that I bought recently didn't deploy. After the accident, I requested the dealer for a replacement, but no steps were taken.

Consumer Grievance Assistance Chatbot: I am sorry for what you have gone through. To assist you better, can you provide additional details such as the dealer's name, the brand and the model of the car, the price paid, and the mode of payment?

User: The dealer is Remira Motors Pvt. Ltd., and the car is a Maruti Brezza Semi-hybrid made by Maruti Suzuki. I paid the amount of 10,97,000 Rs. by cheque.

Consumer Grievance Assistance Chatbot: Thank you. Can you provide me details regarding the accident specifically the time and place where it took place, how it took place, the driver, and the co-passengers, if any?

User: It took place on 24.1.2023. I was driving the car. My brother was sitting beside me. The accident took place at around 7:30 in front of the Toyota Agency situated on the Moga-Ludhiana GT Road. A stray cow came right in front of the car, and due to this, I tried to steer away from it. I could not do that and I did not only hit the cow but also rammed into the median.

Consumer Grievance Assistance Chatbot: So, was it after you rammed into the median that the airbags failed to get deployed?

User: Yes, soon after I rammed into the median, the airbags should have gotten deployed, but that did not happen.

Consumer Grievance Assistance Chatbot: Got it. Can you please provide me with the details regarding the airbags, such as if the car has one airbag for the driver and one for the front passenger?

User: The car has 6 airbags. There is one for the driver and one for the front passenger. Both did not get deployed.

Consumer Grievance Assistance Chatbot: I am really sorry for what you have gone through. Can you provide me with the details of any injuries that might have been sustained and where you got treated?

User: We sustained minor injuries, such as cuts and bruises. We got treated at ABC Hospital.

Consumer Grievance Assistance Chatbot: Did you and your brother comply with the road safety requirements such as wearing a seatbelt and going less than the speed limit?

User: Yes, we did comply with these requirements.

Consumer Grievance Assistance Chatbot: Were the police informed of the accident?

User: Yes, the police were informed and they also took a Daily Diary Report Entry of the accident. They investigated the incident and came to the conclusion that all the road-safety requirements were complied with.

Consumer Grievance Assistance Chatbot: Got it. After the incident, what kind of communication have you had with Remira Motors about the car?

User: After the accident, I requested Remira Motors for a replacement on 26.1.2023, and they mentioned they would check with Suzuki for the same, but no steps were taken. I even sent a written request to them and to Maruti on 12.4.2023, but it was of no use.

Consumer Grievance Assistance Chatbot: Once again, I am sorry for what you have gone through. Based on what you've told me, it seems there's a serious safety concern with the airbags. This amounts to a deficiency in goods as well as a deficiency in service since your replacement request has not been complied with. You have a valid grievance for which you can seek redressal, i.e., get relief. Further, please keep in mind that even Suzuki is a party in this case since the car has been manufactured by it. Due to this, you can seek relief from Suzuki as well as Remira Motors. Let me know what kind of remedy you are seeking and how much you want for the same.

User: I want a replacement of the car and compensation for injuries and mental agony. The car is 10,97,000 Rs and incurred 45,000 Rs. as medical expenses. Due to all this, I think compensation for mental agony can be 3,00,000 Rs.

Consumer Grievance Assistance Chatbot: In order to get the relief that you are seeking, you can file a complaint before the Consumer Forum that 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 any clarifications regarding each of the options I have presented to you.

User: I will directly go to court since this is a big amount and a serious issue.

Consumer Grievance Assistance Chatbot: Got it. Before you file a complaint before the forum, you would have to send a fifteen-day notice to Remira Motors and Suzuki. 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, that would be helpful.

Consumer Grievance Assistance Chatbot: In that case, I require certain details. Please tell me your full name and address; the full name and address of Remira Motors; and the full name and address of the Maruti Suzuki Outlet. Also provide me with the details of the purchase of the car and the model and a copy of the Daily Diary Report Entry that has been taken by the police. Or else, you can upload the invoice and a copy of the Daily Diary Report Entry here.

(upon uploading the invoice)

User: My full name is Vikas Verma and I am from Ward No. 10, Majestic Road, Shanti Nagar, Moga. My email ID is [vikas.verma@gmail.com](mailto:vikas.verma@gmail.com) and my phone number is 9876543210. The Remira Motors outlet is in Brar Complex, GT Road, Moga. The Maruti Suzuki Outlet is not here in Moga. It is in Delhi, on the Nelson Mandela Road, Vasant Kunj-110070.

Consumer Grievance Assistance Chatbot: Thank you. The notice must mention the compensation that you are seeking. Here, you are seeking either a replacement of the car along with compensation for medical expenses and mental agony. Is it okay if the notice directs the same to be initiated within 15 days? This is because the notice is for a period of fifteen days.

User: Yes, I don’t mind the fifteen day period.

Consumer Grievance Assistance Chatbot: Got it. Do you want to send the notice by post or by email?

User: I want to do it by email.

Consumer Grievance Assistance Chatbot: Okay. Based on the information you have provided me, I have drafted a notice. You can access the [notice](https://docs.google.com/document/d/15WTrPFa9bumNrsrp8QHquU3s8JbvvgFp/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 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. In the present case, you and Remira Motors are situated in Moga while Maruti Suzuki’s office is in Delhi. So, you can either file the complaint in the Moga District Consumer Disputes Redressal Forum since you and one of the opposite parties is situated here. Or else, you can file it in the Delhi District Consumer Disputes Redressal Forum as well since the other party is situated there. They are all valid options. What would you prefer?

User: I prefer filing in Moga.

Consumer Grievance Assistance Chatbot: Got it. 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: Before I draft the complaint, I need some additional information such as the registered number of the car, and the name of the hospital where you and your brother underwent treatment.

User: The vehicle’s registration number is PB-29-AF-3003 and the name of the hospital is ABC Hospital.

Consumer Grievance Assistance Chatbot: Thank you. I'll need some documents which will be used as evidence. Since you have already given me the invoice and a copy of the Daily Diary Report Entry, I now only require the messages or emails exchanged between you and Remira Motors regarding the accident, your request for a new car and the bill issued by ABC Hospital where you and your brother underwent treatment. I would also require your father’s name, your age and your occupation.

(Upon uploading documents)

User: My father’s name is Varinder Kumar. I am 41 years old and I am the general manager of ABC.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/18ajZVm6tJja-PLghUKWYgKqWAG00Da99/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) 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/1Mwd4n6lYlNSWX9g2Yv5wuj862Oy4QHcf/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here and the [Memorandum of Parties](https://docs.google.com/document/d/1MNlT6NXUgfVHRm2Zv5PetolbeBBStiLV/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) 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 "Remira Motors Pvt. Ltd." and “Maruti Suzuki India Ltd.”. 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 a Maruti Suzuki car from Remira Motors. The car met with an accident, and the airbags did not deploy, causing injuries to the Complainant and his brother. The Complainant requested a replacement, but no steps were taken."
9. 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.
10. In the next section, verify the details of your complaint and submit your complaint.
11. 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 [City/State] 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.