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 Malkait Kaur from Moga, Punjab. I have an issue with AM Solar Energy regarding the installation of their solar panels on my terrace.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that, Ms. Kaur. Can you provide more details about the issue you faced with the solar panels from AM Solar Energy?

User: I got approval from the Punjab State Power Corporation Ltd. and approached AM Solar Energy to install solar panels on my terrace. However, there is a manufacturing defect in the panels, causing little electricity to be generated.

Consumer Grievance Assistance Chatbot: I am sorry for what you have gone through. Can you give me details regarding when you got the approval from the Punjab State Power Corporation when you purchased the panels, their specifications, and when they were installed?

User: I got approval in June 2022 and purchased the panels on 31st July 2022. They were installed on the same day. There are 4KW Solar Systems Panels and there are eight of them in total.

Consumer Grievance Assistance Chatbot: How much electricity did AM Solar assure will be produced and how much is being produced currently?

User: They assured me in writing that 20-25 units of power would be produced every day. However, I am only getting 10-12 units

Consumer Grievance Assistance Chatbot: Thank you for providing those details. To assist you better, can you now provide me information regarding how much the solar panels cost you, where the assurance has been mentioned, the steps you took after noticing the issue, any communication you had with AM Solar Energy regarding the deficiency, and whether AM Solar has given in writing that 20-25 units of power will be generated?

User: I paid 2,00,000 Rs. for the panels and the warranty card that they have given me guarantees that the panels will generate 20-25 units of electricity every single day. I have informed AM Solar Energy about the issue by raising a customer care complaint, but no steps have been taken.

Consumer Grievance Assistance Chatbot: Can you provide me details regarding the warranty period and the date when you raised a customer care complaint?

User: The warranty is for 2 years. I raised the complaint on September 12th.

Consumer Grievance Assistance Chatbot: Thank you for clarifying. Ever since you raised the complaint, have AM Solar Energy responded, and if they have, did they send a technician to check the solar panels?

User: They have responded by saying that they will send someone to check, but the same has not happened.

Consumer Grievance Assistance Chatbot: May I know how you know that the panels are generating only 10-12 units of electricity?

User: There is a meter attached to the panels and it has consistently shown that 10-12 units are only being generated. I got a technician to examine the readings in late August and he has given a daily report of electricity generation.

Consumer Grievance Assistance Chatbot: Based on what you've told me, it seems like you have been sold defective goods since the solar panels are not working properly. You have a valid grievance for which you can seek redressal. 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 solar panels and compensation for the mental agony. Compensation can be for 50,000 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 Punjab 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: That will not be of much use. I do not want to try out of court settlement mechanisms. I will 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 AM Solar Energy. 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 some details. I need your full name and address; the full name and address of AM Solar Energy, and details of the Purchase Order and the written assurance that 20-25 units of electricity will be generated every day. Or else, you can upload the purchase order and the written assurance here.

(upon uploading the purchase order)

User: My full name is Malkait Kaur, wife of Jarnail Singh. I live in Sangla, The. Dharamkot District, Moga. My email ID is [malkait@gmail.com](mailto:malkait@gmail.com) and my phone number is 9876543210. Where AM Solar Energy is situated is mentioned in the purchase order.

Consumer Grievance Assistance Chatbot: Thank you. The notice must mention the relief that you are seeking. Here, you are seeking a replacement of the solar panels along with compensation for mental agony.. Is it okay if the notice directs the relief to be initiated within fifteen days of it being received by AM Solar Energy? This is because the notice is for a period of fifteen days.

User: yes, that is not a problem. Please do the needful.

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

User: I prefer sending it via email.

Consumer Grievance Assistance Chatbot: Understood. Based on the information you have provided me, I have drafted a notice. You can access the [notice](https://docs.google.com/document/d/13oT-u0zWuxN82CIApy7xnYTh6aMepSBc/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 at all, 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 AM Solar are situated in Moga, the Moga District Consumer Disputes Redressal Forum is the appropriate forum. 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 which will be used as evidence. Since you have already given me the purchase order and the written guarantee that 20-25 units of electricity will be generated, I just need proof of your customer care complaint, AM Solar’s acknowledgment of the same, and the report of the deficient generation of electricity. I would also require your father or husband’s name, your age, and your occupation. You can upload the documents here.

(Upon uploading documents)

User: My husband’s name is Jarnail Singh. I am 42 years old and I am a doctor.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1yMk5DsPl1iWJnLaHHG3lxSJAaZom3iu3/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true). 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/1aVoIhnwkD1ZPBmUASPu1GQZ63Op233Fq/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) and the [Memorandum of Parties](https://docs.google.com/document/d/1X2vUqIT78RRlnL3BFjqnQxgSKHFkKfsz/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true). You are required to fill in the details that have been left empty in both 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 out 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 "AM Solar Energy." 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 approached AM Solar Energy for the installation of solar panels. They assured 20-25 units of power, but only 10-12 units are being generated. The Complainant requested a replacement, but no steps have been 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: What is the difference between mediation here and normal mediation?

Consumer Grievance Assistance Chatbot: The only difference is that here, the mediators attached to the consumer court will oversee the proceedings. Further, if the mediation does not work, then the matter is sent back to the court. There is no difference in the manner in which the mediation is conducted.

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.