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 Jasdeep Singh and I am from Moga, Punjab. I purchased two ACs from Chinu Air Conditioners. One of the ACs, since the first day, has not been cooling properly. I informed the customer care service and they sent a mechanic. He could not identify the issue. So, when I went to the office of the company whose ACs I bought, I found out that the ACs were fake.

Consumer Grievance Assistance Chatbot: I am really sorry for what you have gone through. Can you give me additional details regarding the date you purchased the Air Conditioner, when the mechanic was sent to check on the AC, their cost and the brand that you thought you were buying?

User: I bought the ACs on 26.3.2022. I paid 93,000 Rs. for them. I thought they were Mitsubis ACs, but no. They are fake. The mechanic visited my house on 30.3.2022.

Consumer Grievance Assistance Chatbot: When did you visit the office of Mitsubis after getting to know of this, and did you contact Chinu Air Conditioners after finding out?  
User: I went to the office of Mitsubis on 21.4.2022. I immediately contacted Chinu Air Conditioners and visited their showroom a lot of times since then. They have not responded properly.

Consumer Grievance Assistance Chatbot: Do you have a document or letter from Mitsubis, which states that the Air Conditioners are fake?

User: Yes, I have a letter from them.

Consumer Grievance Assistance Chatbot: Based on what you have told me, you have been subjected to an unfair trade practice. For this, you can seek redressal, i.e., relief from Chinu Air Conditioners. Let me know what kind of remedy you are seeking and how much you want for the same.

User: I want a replacement along with compensation for mental agony. I need 2,00,000 Rs. for mental agony.

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. You can call the national helpline number 1800-11-4000 or 1915 where you can talk to an agent and address your grievances, or you can avail various services available here. The State Consumer Helpline number in Punjab is currently unavailable.

Please feel free to ask me any clarifications regarding each of the options I have presented to you.

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

Consumer Grievance Assistance Chatbot: The National 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. In mediation, neutral third persons called mediators assist the parties in arriving at an amicable settlement. The mediators cannot decide the case but can only aim for an amicable settlement between the parties. 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: What is the guarantee that there will be an amicable settlement?  
Consumer Grievance Assistance Chatbot: It is difficult to predict if there will be a settlement. The same depends on the mediation process and the terms and conditions that are placed by both sides for settlement. While there is a chance that there will be an amicable settlement based on the terms you are seeking, there is no guarantee for the same.

User: If there is no guarantee, then I want to file a complaint before the Consumer Forum.

Consumer Grievance Assistance Chatbot: Got it. Before you file a complaint before the forum, you would have to send a fifteen-day notice to Chinu Air Conditioners. If you do not receive a satisfactory response, or if you do not 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 will be nice if you can draft a notice.

Consumer Grievance Assistance Chatbot: In that case, I would require additional details. I also require the Invoice number. Or else, you can upload the invoice here.

(upon uploading the invoice)

Consumer Grievance Assistance Chatbot: What is your full name?

User: My full name is Jasdeep Singh

Consumer Grievance Assistance Chatbot: What is your address?

User: I am from House No. 111, Ward No. 3, ABC Nagar, Moga.

Consumer Grievance Assistance Chatbot: What is the full name of the opposite party?

User: Chinu Air Conditioners,

Consumer Grievance Assistance Chatbot: What is the address of the opposite party?

User: Jawahar Nagar, Moga, Pujab.

Consumer Grievance Assistance Chatbot: Thank you. The notice must specify the relief that you are seeking. Here, you are seeking a replacement of the ACs along with compensation for mental agony. Is it okay if the notice directs the initiation of the replacement and payment of compensation for mental agony within fifteen days of the opposite party receiving it? This is because the period of the notice is fifteen days.

User: Yes, that is not an issue at all.

Consumer Grievance Assistance Chatbot: Thank you. Do you want to send the notice electronically or by post. I would require your address if you want to send a physical copy, or your email ID if you want to send the notice electronically. The email ID that you give me can be used by Home Solutions and IFB Industries if they want to send a reply.

User: I want to send it by email. Their response can also be via email.

Consumer Grievance Assistance Chatbot: If that is the case, kindly give me the email address to which you want them to send a reply.

User: [abc@gmail.com](mailto:abc@gmail.com)

Consumer Grievance Assistance Chatbot: Based on the information you have provided me, you can find the [notice](https://docs.google.com/document/d/1wf912sJFG1rIwNwSyOL3DmbfUzLf-k26/edit?usp=drive_link) 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 do not get a satisfactory response or if you do not get a response within fifteen days, you can file a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint before the consumer forum?

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 you case. Since both of you are based in Moga, the Moga District Consumer Disputes Redressal Forum, situated in Moga is the appropriate forum. Do you want me to draft a pre-filled complaint that you can use?

User: Yes, it will be great if you can draft a complaint which I can use.

Consumer Grievance Assistance Chatbot: For that, any messages exchanged between you and Chinu Air Conditioners about the fake ACs, pictures of the ACs and the letter from Mitsubushi stating that the Acs are fake. You can upload the documents here.

(Upon uploading documents)

Consumer Grievance Assistance Chatbot: What is your father’s name?

User: My father is Sukhcharan Singh

Consumer Grievance Assistance Chatbot: What is your age?

User: I am 44

Consumer Grievance Assistance Chatbot: What is your occupation?

User: I am a businessman.

Consumer Grievance Assistance Chatbot: Thank you. On the basis of the documents that you have given me, I have drafted a pre-filled [complaint](https://docs.google.com/document/d/16n62EHk-0TYGaFbozfbq85r6xcTsuXHU/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) that you can access 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/16RLdCF5r11IiEtIhLHG6keBo6lSbvpxy/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) and the [Memorandum of Parties](https://docs.google.com/document/d/1CIlbtl4svEicJ6JdPWJc2e1a_5ESj7OR/edit?usp=drive_link&ouid=111802178145645757247&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 notarised. In case of any queries regarding how you can get the Affidavit notarised, feel free to approach me anytime. After filling all the documents and getting the affidavit notarised, 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 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 “Chinu Air Conditioners”. 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:-

“This complaint is regarding unfair trade practice undertaken by the Opposite Party. The Opposite Party has sold fake air conditioners to the Complainant. By misrepresenting the Air Conditioners, they are selling as those of Mitsubis’, the Opposite Party has sold Air Conditioners that are unbranded and are not working properly.”

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 Moga has to proceed with the case.

User: Got it. Thank you very much!

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.