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

User: Hi. My name is Rajinder Kumar and I am from Moga, Punjab. I purchased a HP Laptop from a dealer in Moga for 37,500 Rs. The laptop has not been working properly at all. I also gave it to the dealer for checking. Even after checking, it is faulty.

Consumer Grievance Assistance Chatbot: I am really sorry for what you have gone through. Can you give me additional information regarding the model of the laptop, its specifications and what specific issues you faced with it?

User: The laptop is an HP Laptop, 1059, R3 3250, 4GB WIN10, Customised with SSD 256 GB CND1014X4K. Soon after I bought it, it started heating and hanging whenever I used it. It also did not store the memory and started giving shock.

Consumer Grievance Assistance Chatbot: May I know what kind of data it did not store and from where electric shock was being emanated and how experienced it?

User: I bought the laptop for my children. They fed some of their project-related work onto it, but it did not get stored. The shock was coming from the base of the laptop which was felt by my son.

Consumer Grievance Assistance Chatbot: Once again, I am sorry for your experience. Can you give me information regarding when you bought the laptop, the mode of payment for it, the details of the warranty period if it was given and when you went to the dealer to get it checked?

User: I bought it on 31st May, 2022. The warranty is for two years. I went to the dealer in June 2022 itself. He told me that some software settings had to be done. After doing the settings, I collected the laptop from them. But the problem arose again the next month itself. Even this time, they said some software settings had to be made. Even after the software settings, no positive result has been seen. I paid using my debit card.

Consumer Grievance Assistance Chatbot: Got it. May I know the name of the dealer and if the said dealer is considered an authorised dealer for HP products.

User: The name of the dealer is Supreme Infosys. He is a registered dealer.

Consumer Grievance Assistance Chatbot: Have you attempted to raise a customer-care complaint with HP?

User: I infact raised a customer care complaint and I was told to go to their showroom in person. I went to their showroom in July after the problem kept persisting. They have not responded properly and have been giving excuses to not check my laptop. I bought the laptop from my children, and they have not been able to use it at all.

Consumer Grievance Assistance Chatbot: Is their showroom also in Moga?

User: yes, they have a small showroom here.

Consumer Grievance Assistance Chatbot: Based on what you have told me, there is a sale of a defective laptop followed by deficiency in service.  Due to this, you have the right to seek redressal, i.e., get a remedy for the same. 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. They should give me 50,000 Rs. for all the mental torture.

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 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](https://consumerhelpline.gov.in/). 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: 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. In the present case, not only is the dealer, Supreme Infosys, responsible but so is HP. So, both of them must be made parties in your case. Before you file a complaint, you must send a fifteen-day notice to both of them or if you don't receive a satisfactory response and 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, please give a notice.

Consumer Grievance Assistance Chatbot: In that case, I require some details. You can upload the invoice and guarantee care here.

Consumer Grievance Assistance Chatbot: What is your full name?

User: My full name is Rajinder Kumar

Consumer Grievance Assistance Chatbot: What is your address?

User: House No. 1551, Street No. 2, Basti Alipur, Amritsar Road, Moga.

Consumer Grievance Assistance Chatbot: What is the full name of the opposite party (Supreme Infosys)?

User: The full name of Supreme Infosys is Supreme Infosys only.

Consumer Grievance Assistance Chatbot: What is the address of the opposite party (Supreme Infosys) ?

User: Their address is 5A, New Sodhi Nagar, Moga.

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

User: The name is M/s Hawlett Packard Global Soft Private Ltd.

Consumer Grievance Assistance Chatbot: What is the full address of the HP?

User: For HP, should I give the address of the main office?

Consumer Grievance Assistance Chatbot: You can give me the address of the main office.

User: EC2 Campus, HP Avenue, Survey No. 39 (PART), Electronic City, Phase II, Hosur Road Bangalore-560100.

Consumer Grievance Assistance Chatbot: Thank you. I would also require the invoice details. You can upload them here.

(upon uploading documents)

Consumer Grievance Assistance Chatbot: What is the invoice number?

User: XXXX

Consumer Grievance Assistance Chatbot: Thank you. The notice must mention the relief that you are seeking. Here, you are seeking a replacement of the laptop 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 Supreme Infosys and HP? 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 physically.

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/1SCKCNZip0L9HjLrhXICb8-G5U3quPXQo/edit?usp=drive_link). 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 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. In your case, you and Supreme Infosys are in Moga. At the same time, HP has a branch office in Moga, but is also having its main office in Bangalore. This means that you can file either before the consumer forum in Moga or in Bangalore. Which option do you prefer?

User: I prefer filing in Moga.

Consumer Grievance Assistance Chatbot: Great, in that case, 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: I'll need some documents which will be used as evidence. Since you have already given me the invoice and the guarantee card, all I need is an acknowledgement from Supreme Infosys of having checked your laptop and any other documents that the HP showroom might have given you. You can upload the documents here. (upon uploading documents)

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

User: My father’s name is Des Raj

Consumer Grievance Assistance Chatbot: What is your age?

User: I am 41 years old.

Consumer Grievance Assistance Chatbot: What is your occupation?

User: I am currently an engineer.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint.](https://docs.google.com/document/d/1x-M39J7FX_8dY0XBvSKDJEDblxRrrDH7/edit?usp=drive_link&ouid=111802178145645757247&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/1RlXqf7Qacb5YemHb0q976C9IDMVuuPqs/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) here and the [Memorandum of Parties](https://docs.google.com/document/d/1WVbTcy0Gjv5JjoaQPJeqUNgrlm4Yu5KJ/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 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-daakh](https://edaakhil.nic.in/)il.
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 "Supreme Infosys" and “Hawlett Packard Golbal Soft Private 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 laptop manufactured by the 2nd Opposite Party from the 1st Opposite Part herein for a consideration of 37,500. The laptop, soon after purchase, started heating, hanging and lost memory. Despite having approached the 2nd OP twice to get the same rectified, the 2nd OP has only made software related settings which have had no effect. Further, the 1st OP has also not taken any steps to resolve the issue despite the Complainant having approached its showroom."
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.