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

User: My name is Rammohinder Singh. I am from Punjab. I purchased four batteries from a person named Balwinder Singh for my electric scooter. I was told that the guarantee for the batteries was for one year. They stopped working after 10 months so I asked Balwinder to get them rectified for free, but he said that the batteries are dead and that I must purchase new ones.

Consumer Grievance Assistance Chatbot: I am sorry for what you have gone through. Can you give me additional details such as when you purchased the batteries, the cost of the batteries and how you made the payment?

User: They cost me 10,500 Rs. I paid 7,200 through PhonePe and 3,300 in cash. I bought them on 17.7.2022.

Consumer Grievance Assistance Chatbot: Got it. Can you tell me the brand of the batteries, their model and specifications?

User: They are the batteries of Yakuza. I bought four of them and they were supposed to give me 50 KMs per charge. They give barely 20 KMs.

Consumer Grievance Assistance Chatbot: May I know when you went to Balwinder Singh and told him about the batteries not working properly?

User: I went in May 2023. That is when he told me that the batteries were dead and that I had to purchase new batteries.

Consumer Grievance Assistance Chatbot: Did you tell him that you approached him before the guarantee period?

User: Yes, I did but he said that the guarantee will not apply as he did not give the guarantee as a card, but the guarantee has been specified on the batteries.

Consumer Grievance Assistance Chatbot: Did you consider approaching the manufacturer of the batteries? You could have raised a customer complaint with them.

User: No, I did not because I felt that since Balwinder Singh only gave me the warranty, then I would have to get the warranty from him only.

Consumer Grievance Assistance Chatbot: Got it. Nevertheless, you being asked to purchase new batteries despite having approached the seller within the guarantee period amounts to a deficiency in service along with a sale of defective goods. 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 of the batteries along with compensation for mental agony. I think 15,000 Rs. as compensation for mental agony makes sense.

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 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: In the present case, not only is the seller, Balwinder Singh responsible, but so is the manufacturer of the batteries as they died within a period of 10 months. So, you would have to make both of them parties in your case. Before you file a complaint, you must send a fifteen-day notice to both of them and 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, please give a notice.

Consumer Grievance Assistance Chatbot: In that case, I require some details. I also need details of the invoice and the guarantee card or any other document which specifies that there is a guarantee of one year. Or else, you can upload the documents here.

User: I don’t have a separate guarantee card. But the batteries mention that they have a one-year warranty.

Consumer Grievance Assistance Chatbot: In that case, you can take a picture of the battery, which covers the specifications of the battery and the guarantee, and upload the same. The picture can be used along with the invoice to prove that there was a one-year guarantee and that you approached the seller within that period.

(upon uploading documents)

Consumer Grievance Assistance Chatbot: What is your full name?

User: My full name is Rammohinder Singh Gill.

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

User: The seller’s name is Balwinder Singh

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

User: The manufacturer of the batteries is called Maa Luxmi E Vehicles Pvt. Ltd.

Consumer Grievance Assistance Chatbot: What is your address?

User: I live in Santa Di Bauli, Bahona Road, Moga.

Consumer Grievance Assistance Chatbot: What is the office address of the seller?

User: His office is in New Civil Lines, Moga.

Consumer Grievance Assistance Chatbot: What is the address of the manufacturer?

User: Shop No. 15, Dabwali Road, opposite to Hotel Aroma, Near Suraksha Hospital, Sirsa Haryana.

Consumer Grievance Assistance Chatbot: Thank you. The notice must mention the relief that you are seeking. Here, you are seeking a replacement of the batteries 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 Maa Luxmi E Vehicles and Balwinder Singh? 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/1QDtw0TzU8R_OqxQ9Zgsb2vH9HghPK6Gu/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 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 Balwinder Singh are in Moga. At the same time, Maa Luxmi E Vehicles is carrying on business in Sirsa, Haryana. This means that you can file either before the consumer forum in Moga or in Sirsa, Haryana. 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: Great. The complaint will have with it the invoice and picture of the batteries with the guarantee period as evidence.

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

User: His name is Nachattar Singh.

Consumer Grievance Assistance Chatbot: How old are you?

User: I am 57-year-old.

Consumer Grievance Assistance Chatbot: What is your occupation?

User: businessman.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1vz5evEI-fIxNYnw527f1HMAaOxzCYpjw/edit?usp=drive_link&ouid=111802178145645757247&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/1lCfwdkLNfU1ywulXs3NGYqfePSUAIdQo/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) here and the [Memorandum of Parties](https://docs.google.com/document/d/1xuFgOMTmpvW5pqtN9-nD3WXwpp9lcEfM/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-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 "Balwinder Singh'' and “Maa Luxmi E Vehicles Pvt. 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 four batteries for his scooter manufactured by the 2nd Opposite Party from the 1st Opposite Part herein for a consideration of 10,500. The batteries died within 10 months and despite the Complainant having approached the 1st OP within the guarantee period to get the same rectified, the 1st OP declined and asked the Complainant to purchase new batteries."
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.