Consumer Grievance Assistance Chatbot: Welcome to the Consumer Grievance Assistance Portal. How may I assist you today?

User: Hello, I need to file a complaint against a business that sold me a faulty solar system.

Consumer Grievance Assistance Chatbot: I'm here to assist you. Can you provide me with some more details about your purchase and the issue you're facing?

User: I purchased a complete home solar power solution from Electro Solar & Security System on December 2, 2018. The package, costing me Rs. 55,000, included a 125-watt solar panel array designed to harness solar energy efficiently. It also came with a high-tech 1000 watt Delta Inverter, crucial for converting the solar panels' DC output into AC electricity for my home use, and a robust 150 AH battery meant for storing excess energy. When I encountered an error message on the inverter's display just three months post-installation, it was disheartening. Despite numerous attempts to resolve this through customer service, the issue persists, leaving me without a functioning solar system.

Consumer Grievance Assistance Chatbot: Thank you. Did the product come with any warranty

User: Yes, the inverter had a 2-year warranty.

Consumer Grievance Assistance Chatbot: It sounds like your issue might be covered under warranty. Have you reached out to the company about this issue?

User: I've made several complaints, and they've not fixed it. I even sent a legal notice on 24th November 2020, asking them to either rectify the error or replace the inverter, but I got no response.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that. Let's help you file an official consumer complaint. May I have your full name and residential address for the complaint documentation? Furthermore, I would recommend mediation first before filing a complaint. Mediation is a less hostile, less confrontational format for resolving disputes, where parties attempt to resolve their differences between themselves rather than relying on an inefficient, expensive, and time-consuming judicial system.

User: no, I want a complaint. My name is Dashrath Tukaram Mukadam, and I live at 41/3, Near Lahan Talav, Sant Tukaram Marg, Paygaon, Bhiwandi, District Thane 421 302.

Consumer Grievance Assistance Chatbot: And the name and address of the company you are filing the complaint against?

User: It's Electro Solar & Security System, run by Shri Everest Newns. The address is Waghmare Road, New Kondar Wadi, Girij, Vasai (West), District Thane

Consumer Grievance Assistance Chatbot: Excellent, we have the necessary party details. Now, what would you like to achieve as a result of this complaint? What is the relief you are seeking?

User: I want a refund of Rs. 55,000 that I paid for the solar system, with 8% interest per annum from today, the date of filing the complaint. I also want compensation of Rs. 10,000 for the mental harassment I've been through and Rs. 5,000 to cover litigation expenses.

Consumer Grievance Assistance Chatbot: Understood. Do you have any paperwork, such as a receipt, the warranty document, or a copy of the legal notice you sent, that can serve as evidence in your case?

User: Yes

Consumer Grievance Assistance Chatbot: Yes, having those documents will strengthen your claim. Please ensure you have them ready to submit as evidence along with your complaint. The next step is to draft the complaint letter detailing your grievance.

User: I have the purchase receipt, the warranty card, and a copy of the legal notice. I'm ready to proceed with drafting the complaint.

Consumer Grievance Assistance Chatbot: Excellent. You will need to provide a detailed account of the events, the defect in the product, the attempts you have made to have it resolved, and the lack of response after the legal notice. Here’s your [**draft Complaint**](https://docs.google.com/document/d/1raUcvR4a9QdEr-aYZQWlBxVr7r9wD4Bu5hPE8kDMi3E/edit?usp=sharing) and a [**draft Legal Notice.**](https://docs.google.com/document/d/1Z-t1ORB5qK9_vyDinHwvfkYfhIg0Ra_Rb7zT6J1OWv0/edit?usp=sharing)

Please download this complaint, fill in the blanks, review, print and sign the complaint. Once the signed complaint is verified by a notary public, scan and upload the complaint as a PDF document on the e-Daakhil portal. You will also need to upload an affidavit and memorandum of parties. Shall I generate these documents?

User: Yes, please.

Consumer Grievance Assistance Chatbot - Here is the [**Affidavit**](https://docs.google.com/document/d/1yI_HTVLPMqutsZJDwc7Sx60fxDqr7I4jDjAQWmDqiBQ/edit?usp=sharing) and [**Memorandum of Parties**](https://docs.google.com/document/d/1q_isEYVkaHbeTdewFc1J7zbhfDynhiaQT3E6aBg6Xvs/edit?usp=sharing). Please print both these documents and verify the names and addresses on both. For the affidavit, please sign it before a notary public and have it notarized. Both these documents should be scanned and uploaded on the e-Daakhil portal. Would you like me to guide you through the process of filing a complaint on the portal?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Of course, let’s go through the steps for submitting your complaint online through the e-Daakhil portal. Here’s what you need to do:

1. Visit the e-Daakhil Portal: Access the e-Daakhil website at https://edaakhil.nic.in.

2. Create an Account: Click on 'Sign Up' to register a new account. You will need to provide details such as your full name, email ID, mobile number, and create a password.

3. OTP Verification: An OTP will be sent to your mobile number and email for verification. Enter the OTPs received to verify your account.

4. Email Verification: Check your email inbox for a verification link sent by the e-Daakhil portal. Click on the link to confirm your email address.

5. Log In: Once your account is verified, log in to the e-Daakhil portal using your credentials.

6. File a New Case: Navigate to the 'File a New Case' option in the top menu of the portal.

7. Read Terms and Conditions: You will be presented with terms and conditions or a disclaimer. Please read it carefully and, if you agree, click 'Accept' to proceed.

8. Case Details: Fill in the case details page, where you'll need to enter your personal information including your address (41/3, Near Lahan Talav, Sant Tukaram Marg, Paygaon, Bhiwandi, District Thane 421 302). You will also enter the details of the opponent (Electro Solar & Security System, Waghmare Road, New Kondar Wadi, Girij, Vasai (West), District Thane)

9. Complaint Summary: Draft a summary of your complaint, outlining the purchase, the warranty, the problem encountered, your attempts to fix it through the opponent, and the lack of response. Describe the relief you are seeking, including refund, interest, compensation for mental harassment, and litigation costs.

10. Upload Documents: Upload the documentary evidence – receipt, warranty card, a copy of the legal notice, and any other relevant documents.

11. Pay Court Fees: Calculate and pay the necessary court fees as per the rules laid down by the consumer disputes redressal commission.

12. Submit: Review all the information and documents uploaded for accuracy, then submit your case.

13. Acknowledgement: After submitting, you will receive an acknowledgement. Do take a printout or save it as a PDF as proof of submission.

14. Tracking: You can track the status of your complaint through the portal using your login credentials.

Follow these steps, and you'll be able to submit your complaint right to the District Consumer Disputes Redressal Commission in Thane.

User: That's a thorough explanation; I feel confident about doing this now. Thank you for guiding me through the process.

Consumer Grievance Assistance Chatbot: You're very welcome, User. Remember, if at any point you need assistance or have questions, don't hesitate to reach back out. I wish you the best with your case

User: Thank you, I might just do that. Goodbye for now!

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.