User: The mobile phone I purchased is faulty.

Consumer Grievance Assistance Chatbot: That is unfortunate. I would try to be of as much help as possible. What can I do for you?

User: I bought a Samsung A30 phone from Arora Telecom on 15.05.2019 for Rs. 14600. The seller told me that this is the best phone in the segment. After a few days, it started creating issues. The screen stopped working. I informed the seller on 02.11.2019 who told me that the defect would be resolved as the device was within warranty. It turned out that the phone had an inherent manufacturing defect. What to do now?

Consumer Grievance Assistance Chatbot: Did the seller try repairing the device?

User: The seller informed me that he will repair it. However, on following up, he told me that it is an inherent manufacturing defect that cannot be repaired.

Consumer Grievance Assistance Chatbot: Got it! I can point out a few options for you to consider going forward. You can invite the seller for a mediation to settle the dispute. Alternatively, you can also file a consumer complaint. Please note that it is entirely your choice. I can assist you in drafting a legal notice for both options. What do you wish to pursue?

User: I want to file a complaint. I feel cheated.

Consumer Grievance Assistance Chatbot: Certainly. I will need some more information from you related to the matter. Can you please tell me the following: your full name and address (along with your phone number, if you can, for the seller to contact you in case required), the registered name and address of the seller, period of the warranty, and whether you have a receipt of purchase?

User: Sure. Take the information in order. 1. Ashwani Kumar r/o VPO Tibba, Tehsil Sultanpur Lodhi and District Kapurthala, 2. M/s Arora Telecom, near Hans Raj Paramjit Karyana Store, Main Bazar Sultanpur Lodhi, Kapurthala, through its authorized signatory (Ph:-8872390786)., 3. 1 year, 4. I do.

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/1-Yyrnv1SRWP8WqGWRiOPQ_QTApyBlFrcVHW6zcWlOAI/edit) for filing of consumer complaint here. Please note that these are templates which may require certain corrections or modifications and certain details (particularly the date and signature) will be needed to be filled at your end.

User: Thank you. I want to file a consumer complaint, can you guide me?

Consumer Grievance Assistance Chatbot: Certainly. I would need some more information from you related to the matter to assist you better. What is the relief that you would wish to pursue through the complaint?

User: To replace the device or refund the amount as the device was covered under a warranty

Consumer Grievance Assistance Chatbot: Sure. The full amount paid by you is Rs. 14,600/-, and the place of incident is in Kapurthala district. Since the value of the service paid as consideration is less than 50 lakh rupees, the complaint will have to be filed in a District Commission. You reside in, the opposite party carries on business in, and the cause of action arises in Kapurthala district. You have to file the complaint to Kapurthala District Consumer Disputes Redressal Commission. (Please note to add the compensation that you want to seek in the amount while entering it in the claim amount)

Below is the process for the filing a consumer complaint at the Kapurthala District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:

1. Create Account: If not already registered, create an account on the [e-Daakhil](https://edaakhil.nic.in/) portal.

2. Email Verification: Verify your email address by clicking the link sent to your registered email. Then:

3. Login: Use your credentials to login to the portal.

4. Start New Case: Click on 'File a New Case' from the Filing dropdown menu to initiate your complaint.

5. Click consumer complaint.

6. Read the disclaimer and click “accept”.

7. Click consumer complaint.

8. Enter 14,600/- in the claim amount.

9. Select Punjab as the state and Kapurthala as the district. Click continue.

10. You will now land on the Case details page. Enter your name, you address and your mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.

11. Enter Arora Telecom in the Opposite party name section. Enter M/s Arora Telecom, near Hans Raj Paramjit Karyana Store, Main Bazar Sultanpur Lodhi, Kapurthala in the opposite part address section. Select the state and district of the registered address.

12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.

13. In the Complaint section, write the following:

“This complaint is about the purchase of a phone with a manufacturing defect.

I bought a Samsung A30 phone from the opposite party on 15.05.2019 for Rs. 14600. The opposite party told me that this is the best phone in the segment. After a few days, it started creating issues. The screen stopped working. I informed the opposite party on 02.11.2019 and they told me that the defect would be resolved as the device was within warranty. It turned out that the phone had an inherent manufacturing defect.

Therefore, I request to direct the opposite party to replace the device or refund the amount as the device was covered under a warranty.”

14. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name and opposite party, click save and continue.

15. Upload Documents: Attach your index, complaint, memo of parties, affidavit and any other evidence you have that you intend to rely on. You'll also attach the airline's response if received.

16. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

17. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Do you also want me to draft a complaint letter for you?

User: Yes, that would be really helpful.

Consumer Grievance Assistance Chatbot: Excellent, I've generated a pre-filled [complaint](https://docs.google.com/document/d/1D3W-lGZ45bsNtu_3LkWaMUGvUrFtxatI5xirDvUSQcw/edit) for you with all the details you've provided. You can find it here. Once downloaded, fill in all blank details, review and sign the complaint and verification before a notary public. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, Please.

Consumer Grievance Assistance Chatbot: Sure. Here is a draft [affidavit](https://docs.google.com/document/d/1PA20kQscEcKeTUsrkp3ZvQ7oBTrFl5Vufp2qaQHe3XU/edit?usp=drive_link) and [Memorandum of Parties](https://docs.google.com/document/d/1zVR6l0RBTvTmnonbxQF-JlaWsIwJpNGWU_GnWQg3pt8/edit?usp=drive_link). Please print and verify the names and addresses on the memorandum of parties. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both documents should be scanned and uploaded to the e-daakhil portal. Do you have any other questions or is there more information you'd like?

User: No, that's all for now. Thanks.

Consumer Grievance Assistance Chatbot: You're welcome. If you have further questions or need more guidance later, don't hesitate to reach out. Good luck with your complaint.