User: The car company refuses to repair my car.

Consumer Grievance Assistance Chatbot: Hi. I understand you have a consumer complaint related to a defective car. From which seller or dealership did you purchase the second-hand car, and what is the make and model of the car?

User: I purchased the second-hand car from Jaggi Kaushik Motors and it is an i20 car with number HR-10Z-8449 Model 2015

Consumer Grievance Assistance Chatbot: Do you have the purchase agreement, bill of sale, or any relevant documents for the second-hand car? Kindly share if possible.

User: I have the photographs of the car and the documents relating to the document-receipt which transferred the car in my name.

Consumer Grievance Assistance Chatbot: When did you purchase the second-hand car, and when did you start experiencing issues with the vehicle?

User: I purchased the car for 4.25 lacs and paid 20000 as token money. At that time it showed that the meter had run only 58165 kms but then many problems of mileage and pick up appeared. So I asked company to repair but they did not. So I took the car to Malwa Motors on 27.12.2021 who said the car had actually run 165227 kms and repairing it would take 1.35 lakhs.

Consumer Grievance Assistance Chatbot: Can you describe the specific problems or defects observed in the second-hand car in more detail? I understand that major repairs were needed but knowing more details would help me in assisting you.

User: The car was experiencing missing low pickup, extra noise, low mileage. Even the steering wheel was not working properly. I asked the company to repair. They said these are minor defects which they will repair but they did not. They lied to me about the kms the car had travelled.

Consumer Grievance Assistance Chatbot: Do you have any evidence regarding how they misrepresented the number of kms travelled by the car?

User: On 22.09.2021, I told the company I want to purchase the car. So they sent me a picture of the car with mileage 58165 from his mobile number 7988967056. They told me the vehicle is trouble free and I paid the money. Then, 5 days later, I took the car to the official Hyundai service centre of Malwa motors where I realized that they committed fraud.

Consumer Grievance Assistance Chatbot: Have you reached out to the seller or dealership through multiple mediums or followed up on the issues with the second-hand car? Please share any documentation trail of this communication.

User: They say that no message was sent. I don’t have the screenshot.

Consumer Grievance Assistance Chatbot: Do you have any evidence or documentation, such as pictures or videos, demonstrating the defects in the second-hand car?

User: I have photographs taken at Malwa motors which show how much mileage the car had actually covered. I also proof that I bought the car from Jaggi motors. I want my money back.

Consumer Grievance Assistance Chatbot: How has the defective second-hand car impacted you, either financially or otherwise? Can you quantify in monetary terms?

User: The car cost 4.25 lakhs and I think 50000 in mental harassment damages is reasonable.

Consumer Grievance Assistance Chatbot: Would you consider exploring mediation or alternative dispute resolution methods before taking legal action against the seller or dealership?

User: I do not understand

Consumer Grievance Assistance Chatbot: Mediation is like a way to solve problems without going to court. In mediation, there are neutral people called mediators who help both sides talk and find a solution everyone agrees on. These mediators can't make decisions for the case; they just try to help everyone get along.

The Consumer Court, according to the Consumer Protection Act 2019, can suggest mediation. But for this to happen, both sides must say yes to mediation. The process is similar to what I explained earlier, but in this case, the court picks the mediators. If everyone doesn't agree on a solution during mediation, then the case goes back to court for a decision.

User: Should I go for mediation?

Consumer Grievance Assistance Chatbot: It is entirely your choice as to what method you want to pursue. Since you have little documentation, mediation be a more beneficial alternative but you are completely free to choose any method.

User: What other methods are there?

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 contact the Haryana helpline as well to lodge the complaint.

User: How do I lodge a complaint with the helpline?

Consumer Grievance Assistance Chatbot: The Haryana State 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. <https://haryanafood.gov.in/consumer-helpline/> is the site where you can find the toll-free numbers.

User: How do I go directly to court?

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you would have to send a fifteen-day notice to Jaggi Motors. 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. Draft a legal notice for me.

Consumer Grievance Assistance Chatbot: In that case, I would require additional details such as your full name and address, the full name and address of Jaggi Motors.

User: My name is Lokesh s/o Jai Singh. I live in Pabsra, tehsil Rai, Sonepat. Jaggi Kaushik is also in Sonepat, at Bahalgarh Chowk. The people who sold the car to me are Jitender Kaushik (Jaggi) and Rajesh Kaushik.

Consumer Grievance Assistance Chatbot: Thank you. I shall mention a total relief of 4.75 lakhs along with interest to be paid to you within a period of 15 days?

User: Yes. What do I do next?

Consumer Grievance Assistance Chatbot: Do you want to send Ford Club the notice physically or via email? If you want to send it via email, please provide me with the email ID that can be used by Jaggi Motrs if they want to send a reply. What would you prefer?

User: I will send it personally.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1NFZaq8zsTJwhqSqK4GKR-uNSMOmrcwN10ZvOpcG2YlI/edit) 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 within fifteen days, 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.

Consumer Grievance Assistance Chatbot: First, I would have to determine which consumer forum has the jurisdiction, i.e., the authority to hear your case. The court can be identified on the basis of the location where either Jaggi motors or any of its branches are situated, or where you are residing or working. Since both you and Jaggi Motors are situated in Sonepat and the consideration (amount you paid) is less than 50 lacs the Sonepat district consumer forum can hear the case. Is that something you prefer?

User: Yes. What should I do?

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint that you can use? You will need to upload all relevant documents for the same like proof of purchase, proof of misrepresentation, attempt to solve the problem, official communication from Jaggi Motors and Malwa Motors here.

User: Alright.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1DhbmrEOi8OrfO9L-OlA0n8EaEMcBnb1axDePnVSUqBY/edit?usp=drive_link) 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: You can access the [Affidavit](https://docs.google.com/document/d/1XNlmkHfnBXUHVPM3sEDDcR5K7_vWOTWeXjG_NxHrYhI/edit?usp=drive_link) here and the [Memorandum of Parties](https://docs.google.com/document/d/1ETom43DyXBIrtG4QzYOgEUeo14wHzmZ391vuRRS6RzA/edit) 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](https://edaakhil.nic.in/), 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: 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, please give me a step-by-step guide.

Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:-

1. Create an account on E-daakhil.
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 Haryana as the State and Sonepat 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 “Jaggi Motors”. 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 consumer purchased a second-hand Hyundai i20 from Jaggi Kaushik Motors, claiming it had only traveled 58,165 kms. After facing issues with mileage and pickup, the consumer discovered the car had actually covered 165,227 kms. The dealership refused to repair, leading to a repair estimate of 1.35 lakhs from Malwa Motors. The consumer seeks a refund of the 4.25 lakhs paid for the defective car and claims 50,000 in mental harassment damages.”

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.

User: Got it. Thank you very much!

Consumer Grievance Assistance Chatbot: You are welcome. Feel free to raise further queries anytime. Best wishes.