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

User: I was delivered with a defective washing machine.

Chatbot: That should not be the case. I would try to be of as much help as possible. Can you please tell me more about the incident?

User: I purchased a Panasonic front-load washing machine, model no. 106MC2WO1WM, on 27.06.2019 from an authorized dealer. The total paid amount was Rs. 26,000. It came with a 5 year warranty.

Chabot: What issues did you face with the washing machine?

User: Within 6 months of purchase, fungal growth and mold started developing on the rubber door casing and detergent tray due to improper water drainage and dirt accumulation.

Chatbot: What steps did you take to get this issue resolved?

User: Despite repeated complaints, Panasonic failed to detect and rectify the defect.

Chatbot: What was done by Panasonic to address the issue?

User: In November 2020, they replaced the rubber casing but the fungal growth reappeared within a month. They have failed to provide a permanent solution.

Chatbot: What is your assessment of Panasonic's actions in this case?

User: Their actions amount to sale of defective goods, negligent and deficient after sales service, and unfair trade practice under the Consumer Protection Act, 2019.

Chatbot: So to summarize, the washing machine had a defect leading to fungal growth, which Panasonic failed to properly resolve?

User: Yes, absolutely. Despite being under warranty they have failed to rectify the issue, causing immense harassment.

Chatbot: You can file a complaint before the consumer court having jurisdiction to hear the case. For that, you must first send a fifteen-day notice to Panasonic India Pvt. ltd. The same can be sent electronically or by post. Or else, you can also contact the National Consumer Helpline using the helpline number 1800-11-4000. The Consumer Helpline will give assistance regarding how you can approach the present dispute. What would you prefer?

User: I prefer sending a legal notice.

Chatbot: Certainly. I will need some more information from you related to the matter. Can you please tell me the following: your full name with address, age, and occupation, and the registered address of the dealership and the bike manufacturer?

User: Sure. 1 Subhash Narvekar, S/o S. Narvekar Occupation: Software Engineer R/o. “Ganesh”, 164-V Alto Duler, Mapusa, Goa-403507 2. Panasonic India Pvt. Ltd. Through its Authorized Officer, 12th Floor, Ambience Island, NH-8, Gurgaon-122002, Haryana

Chatbot: Thank you for supplying the information! Here is your [notice](https://docs.google.com/document/d/1zMSVdM6qHoLQL5WL_jz1oMPAOltwp3o1/edit). 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?

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: I would want a refund of the entire amount and compensation for mental harassment.

Chatbot: Sure. Since the value of the washing machine paid as consideration by you is Rs. 26,000/- which is less than one crore rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in the Mapusa district and the cause of action arises in Mapusa. The opposite party carries on business in New delhi. You have the option to file the complaint to the Povorim or New Delhi District Consumer Disputes Redressal Commission. Where do you want to file?

User: Porvorim is more convenient for me.

Chatbot: Sure. Below is the process for filing a consumer complaint at the Porvorim 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 the amount you are claiming as compensation in the claim amount.

9. Select Goa as the state and Porvrim as the district. Click continue.

10. You will now land on the Case details page. Enter your name, your 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 Panasonic India Pvt. Ltd., Through its Authorized Officer, 12th Floor, Ambience Island, NH-8, Gurgaon-122002, Haryana in the opposite party 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:

“I purchased a Panasonic washing machine that developed fungal growth and mold within 6 months due to a defect. Despite repeated complaints, Panasonic failed to permanently fix the issue and only temporarily replaced the rubber casing. Panasonic's actions amount to sale of defective goods, negligent and deficient after sales service, and unfair trade practice. Though the washing machine was under 5 year warranty, Panasonic has failed to rectify the defect leading to immense harassment to me. I seek redressal for the manufacturing defect, inability to fix the issue, mental agony caused, and unfair trade practice by Panasonic.”

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 the 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.

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.

Chatbot: Excellent, I've generated a pre-filled complaint for you with all the details you've provided. Here is your [complaint](https://docs.google.com/document/d/1uMQR6Kbd87WH9lZfSdeYAEu7jpKAN4_z/edit). 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.

Chatbot:  Sure. Here is a draft [affidavit](https://docs.google.com/document/d/1iRikHBjixetR9OV-Ikm5BtqkYS-fgT_y/edit) and [Memorandum of Parties](https://docs.google.com/document/d/14wCFNmuDajxoOx858fkGMoeFPemifjix/edit). 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.

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.