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

User: I, Rajwanti, the aggrieved complainant, wish to formally address a concerning issue related to the purchase and application of Damp Block-2K.

Consumer Grievance Assistance Chatbot: I understand you have a consumer complaint regarding the purchase and application of Damp Block-2K. Can you please provide me with more details, including the names of the involved parties, relevant dates, and a brief description of the issue?

User: On the 3rd of January 2018, I procured Damp Block-2K from Grewal Paints (referred to as OP No. 1), with a substantial financial commitment of Rs. 1,12,550.40, as evidenced by Bill No. 221.

Consumer Grievance Assistance Chatbot: Thank you for providing the details. Can you share the recommendations given by the representatives of Asian Paints (OP No. 2) and specifically Vikas Sharma (OP No. 3) regarding the effectiveness of Damp Block-2K in preventing dampness and moisture issues on your walls?

User: The recommendation to use Damp Block-2K was provided by the representatives of Asian Paints (OP No. 2) and, specifically, Vikas Sharma (OP No. 3), who assured me that the product would effectively prevent dampness and moisture issues on my walls.

Consumer Grievance Assistance Chatbot: When did the application of Damp Block-2K commence, and was it carried out under the direct supervision of Vikas Sharma?

User: The application of Damp Block-2K commenced on the 23rd of February 2017, under the direct supervision of Vikas Sharma.

Consumer Grievance Assistance Chatbot: Did Grewal Paints (OP No. 1) issue any warranty for Damp Block-2K, and if so, can you provide details of the warranty card?

User: Yes, Grewal Paints (OP No. 1) issued a warranty card (No. 7022079) for Damp Block-2K, published by Asian Paints.

Consumer Grievance Assistance Chatbot: Subsequently, when the moisture and dampness reappeared on the walls, how did you raise the issue with OP No. 1 and OP No. 2?

User: I raised the issue with both OP No. 1 and OP No. 2 after the reappearance of moisture and dampness on the walls.

Consumer Grievance Assistance Chatbot: Could you provide information about the response you received from Asian Paints (OP No. 2) after raising the complaint? Any reports or communication related to the failure of Damp Block-2K would be helpful.

User: In response to my complaint, an engineer from Asian Paints conducted an inspection and submitted a report indicating the failure of Damp Block-2K. I was requested to settle the matter and obliged to sign certain documents.

Consumer Grievance Assistance Chatbot: Did OP No. 1 issue any compensation for the failure of Damp Block-2K, and if so, can you provide details of the compensation, including the cheque number and date?

User: OP No. 1 issued a cheque (No. 531595) dated 28th May 2018, favoring my husband, as compensation amounting to Rs. 1,20,644.

Consumer Grievance Assistance Chatbot: How have the financial implications of the failure of Damp Block-2K extended beyond the compensation received? Can you provide details of the additional expenses you incurred?

User: The financial implications extended beyond the compensation received, as I had spent a substantial amount of Rs. 14,02,080 on remodeling the house.

Consumer Grievance Assistance Chatbot: How has this situation led to significant damage to you?

User: Despite numerous requests, OPs have failed to reimburse the remaining balance of Rs. 12,81,436, leading to significant mental harassment on my part. I want atleast 20,00,000 back.

Consumer Grievance Assistance Chatbot: Thank you for providing the details. Can you share the evidence you have, such as the purchase bill, warranty card, cheque, and communication/reports from Asian Paints and Vikas Sharma?

User: Certainly. I have the purchase bill no. 221 dated 03.01.2018 from Grewal Paints for Damp Block-2K worth Rs. 1,12,550.40, warranty card no. 7022079 issued by Grewal Paints, cheque no. 531595 dated 28.05.2018 for Rs. 1,20,644 issued by Grewal Paints, and communication with/reports from Asian Paints and Vikas Sharma regarding the failure of Damp Block-2K.

Consumer Grievance Assistance Chatbot: Thank you for providing those details and evidence. Based on the information you've shared, it seems like a complex situation. Considering the significant mental harassment you've faced and the additional expenses incurred during remodeling, seeking a fair resolution is crucial.

User: Yes, I want to ensure a fair resolution to this matter.

Consumer Grievance Assistance Chatbot: Given the circumstances, would you be open to exploring mediation or alternative dispute resolution methods before considering legal action against Grewal Paints and Asian Paints?

User: Yes, I am open to mediation if it helps in resolving the issue efficiently.

Consumer Grievance Assistance Chatbot: Mediation can be a beneficial step in finding a mutually agreeable solution without going to court. If both parties agree, mediators can assist in the resolution process. However, if mediation doesn't lead to a satisfactory outcome, legal action can still be considered. What are your thoughts on this?

User: I am willing to explore mediation first. If that doesn't work, I'll consider legal action.

Consumer Grievance Assistance Chatbot: Great. In that case, I can guide you on drafting a formal mediation request. Would you like assistance with that?

User: Yes, please help me draft a mediation request.

Consumer Grievance Assistance Chatbot: To proceed, I'll need additional details, such as your full name, address, and any specific points you'd like to include in the mediation request. Could you please provide these details?

User: My name is Rajwanti, and I live at H.No. [Your Address]. I would like to emphasize the mental harassment and the additional remodeling expenses incurred.

Consumer Grievance Assistance Chatbot: Thank you, Rajwanti. I'll draft a mediation request that includes these points. Once ready, I'll provide you with the document for your review. Additionally, we can discuss the next steps in the mediation process. Is that acceptable?

User: Yes, that works for me.

Consumer Grievance Assistance Chatbot: Thank you for your cooperation. Here is a draft mediation request you can send them on their address/mail id:

“Subject: Request for Mediation - Damp Block-2K Product Failure

Dear Sir/Madam,

I am writing to request mediation regarding a dispute I have with Grewal Paints, Asian Paints, and Mr. Vikas Sharma concerning the failure of their product, Damp Block-2K, to effectively prevent dampness and moisture issues on the walls of my home.

On January 3, 2018, I purchased Damp Block-2K from Grewal Paints for Rs. 1,12,550.40 based on the recommendation and assurances provided by representatives of Asian Paints and Mr. Vikas Sharma that the product would prevent dampness and moisture problems. The product was applied on February 23, 2017, under the direct supervision of Mr. Vikas Sharma. Grewal Paints also issued a warranty card (No. 7022079) for Damp Block-2K. Despite the application of the product, moisture and dampness reappeared on the walls, prompting me to raise the issue with both Grewal Paints and Asian Paints. An engineer from Asian Paints conducted an inspection and submitted a report indicating the failure of Damp Block-2K. I was requested to settle the matter and obliged to sign certain documents.

As compensation, Grewal Paints issued a cheque (No. 531595) dated May 28, 2018, for Rs. 1,20,644 to my husband. However, the total financial implications of the product failure extended to Rs. 14,02,080, which I had spent on remodeling the house after the initial application of Damp Block-2K. Despite numerous requests, the companies and Mr. Vikas Sharma has failed to reimburse the remaining balance of Rs. 12,81,436, causing me significant mental harassment.

I have supporting evidence, including purchase bills, warranty cards, cheque stubs, communication with the companies, and bills for the remodeling work.

In the interest of resolving this dispute amicably, I kindly request your office to initiate mediation proceedings between myself and the parties involved, namely Grewal Paints, Asian Paints, and Mr. Vikas Sharma. I am hopeful that through mediation, we can reach a fair and reasonable settlement regarding the reimbursement of the outstanding amount and compensation for the mental harassment endured.

Thank you for your consideration of this request. I look forward to your response and guidance on the next steps.

Sincerely,

[Your Name]”

User: What if the mediation fails?

Consumer Grievance Assistance Chatbot: In that case, you can send them a legal notice. Do you want me to prepare a draft for the same?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay. Here is the draft [notice](https://docs.google.com/document/d/1NOhZjyDTvg22ZoyGH9iQNxgN1nbMYSrgXK8Z-137oSQ/edit). Please review this draft letter. You'll need to send it to Grewal paints’ consumer grievance email cc-ing Asian paints, which should be found over the internet, along with a copy of your invoice and other evidence. Once you send this notice, they should respond within 15 days. If they don't, or if you're not satisfied with their response, the next step you can take is to file a complaint with the consumer court.

User: How do I go about filing a complaint in court?

Consumer Grievance Assistance Chatbot: Good question. First, determine the jurisdiction. You have the option to file either in Sonepat, where you reside, or where Asian Paints or Grewal Paints has their registered office. Where would you prefer?

User: Sonepat is more convenient for me.

Consumer Grievance Assistance Chatbot: Great. In that case, you can file it in the Sonepat District Consumer Court. You'll need to submit several documents, including the legal notice you sent, their response (if any), and any evidence like invoice of purchase and evidence of the deficiency claimed. I can generate a checklist for you. Would that be helpful?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is the checklist:

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 want to claim as compensation in the claim amount.
9. Select Haryana as the state and Sonepat 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 Asian Paints and Grewal Paints in the Opposite party name section. Enter its address 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 was provided with a Damp Block-2K Product whose quality is poor”.

1. 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.
2. 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 need to attach the opposite party’s response if received.
3. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.
4. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

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

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure. Here is the draft [complaint](https://docs.google.com/document/d/1NF1hIGjQjkyXU2DvVz6zO2dU3N0QYKgHi5AK0PeJkw8/edit). Once downloaded, fill in any other detail you think is necessary 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 memorandum of parties. Do you want me to generate that now?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay, you can find the [memorandum](https://docs.google.com/document/d/1NpsJsveBzB5q24StcPYd6_urHYKy7GImozB6LKdIJbo/edit) here and the [affidavit](https://docs.google.com/document/d/1bEFGRXk2oaiC-dchK_C1BUkCwjKt9L220Tn7eIONmww/edit) here. 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: 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.