User: Hi, I'm Ramesh. I'm facing issues with a Fast Track watch purchased from Rajan Watch.

Consumer Grievance Assistance Chatbot: Hello, Ramesh. I'm here to assist you. Could you please provide more details about the problem you encountered with the Fast Track watch?

User: Certainly. I purchased a brand new Fast Track watch worth Rs. 1,995 from Rajan Watch, the dealer, on 22.06.2017. The watch had issues from the beginning, like time going behind and switching off in idle condition when not on my wrist.

Consumer Grievance Assistance Chatbot: Thank you for sharing that information, Ramesh. What actions did you take when you first noticed these issues with the watch?

User: On 04.09.2017, the watch suddenly stopped working. I reported the issue to Rajan Watch on 05.09.2017. They sent it to Rajan Watch Service Centre for repair, but OP no. 1 returned the watch to me, claiming the defect was due to mishandling and not covered under warranty.

Consumer Grievance Assistance Chatbot: I see. Could you elaborate on the warranty terms of the watch and how they were violated in your case?

User: Certainly. The watch originally had a 5-year full replacement guarantee and a 10-year guarantee on the battery. Despite this, in September 2018, I had to deposit the watch again for rectifying defects. It was returned in December 2018. However, in April 2019, the watch started malfunctioning again, and on 27.06.2019, it stopped working completely.

Consumer Grievance Assistance Chatbot: It sounds frustrating. What attempts did you make to address these recurring issues with Rajan Watch?

User: OP no. 1 refused to address my complaints anymore, causing immense mental agony and harassment. The cancellation was in clear violation of the commitment regarding the warranty, causing a breach of trust and contract.

Consumer Grievance Assistance Chatbot: I understand, Ramesh. What specific resolution are you seeking for the problems you've faced with the Fast Track watch?

User: I seek compensation of Rs. 5,000 towards harassment and humiliation, along with a refund of Rs. 1,995 for the watch cost.

Consumer Grievance Assistance Chatbot: Thank you for providing those details. Do you have any evidence, such as the purchase bill, to support your claims?

User: Yes, I have the purchase bill no. 3991 dated 22.06.2017, which shows the payment of Rs. 1,995 for the watch.

Consumer Grievance Assistance Chatbot: Considering the circumstances, would you be open to exploring mediation as a way to resolve this issue?

User: No, I'm not interested in mediation. I would prefer a direct resolution or legal action if necessary.

Considering you haven't filed a complaint yet, would you like assistance in drafting a legal notice to Rajan Watch, Rajan Watch Service Centre, and Fast Track Company?

User: Yes, please help me draft a legal notice.

Consumer Grievance Assistance Chatbot: Certainly, Ramesh. To start, I'll need your full name and address for the legal notice.

User: I'm Ramesh, residing at Baroda, Baroda Mor, Sonepat, Haryana 131304.

Consumer Grievance Assistance Chatbot: Thank you, Ramesh. Now, could you provide the full names and addresses of Rajan Watch, Rajan Watch Service Centre, and Fast Track Company?

User: Rajan Watch is located at Gohana, Sonepat, Haryana 131301, Rajan Watch Service Centre is at Uttam Nagar, Gohana, Sonepat, Haryana 131301, and Fast Track Company's address is Titan Company Limited, 3rd Floor, IFCI Tower, 61, Nehru Place, New Delhi 110 019, India.

Consumer Grievance Assistance Chatbot: Excellent. Now, considering your grievances, I'll mention a total relief of Rs. 1,995 for the watch cost and Rs. 5,000 for harassment and humiliation in the legal notice. Is that acceptable?

User: Yes, that's acceptable.

Consumer Grievance Assistance Chatbot: Perfect. Would you prefer to send the legal notice physically or via email? If via email, provide me with the email ID for potential replies.

User: I prefer to send it physically.

Consumer Grievance Assistance Chatbot: You can access the legal [notice](https://docs.google.com/document/d/13Gf1WTezdZ6ltdOFBKwR4KT9ZH-cD7jfKPMpXg63wNE/edit) here. Remember to sign it before sending. If you don't receive a satisfactory response within a reasonable time, we can discuss the next steps, such as filing a formal complaint.

User: Thank you. What should I do if I don't get a response or a satisfactory resolution after sending the legal notice?

Consumer Grievance Assistance Chatbot: If you don't receive a response or a satisfactory resolution within the stipulated time, we can consider the next legal step, which involves filing a formal complaint before the consumer forum. Would you like guidance on filing a complaint at that stage?

User: Yes, please guide me on how to file a complaint.

Consumer Grievance Assistance Chatbot: Great. First, we need to determine which consumer forum has jurisdiction. Since you are in Sonepat and the businesses are located elsewhere, the jurisdiction may vary. Where would you like to file the claim?

User: In Sonepat.

Consumer Grievance Assistance Chatbot: Excellent choice. Would you like me to draft a pre-filled complaint for you?

User: Yes, please help me with a pre-filled complaint.

Consumer Grievance Assistance Chatbot: You can access the pre-filled [complaint](https://docs.google.com/document/d/1iNs7C5SjJY3WWaXffMpJHw9dLfugrpwKl7rXZ1AAt4I/edit) here. Fill in the necessary details such as the date and your signature. Additionally, you'll need to submit an affidavit and a document called the “Memorandum of Parties.” I've prepared pre-filled versions for you: the [Affidavit](https://docs.google.com/document/d/1bnBnHu688jP7S4BidNZIiiNGAJXfSvm9KB2LoQVtzQE/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1AVgdpFsVdBKmB9LYgS831nSLFrqeuREIPXu_uFcYJJE/edit) here. Get the affidavit notarized. If you have questions about the notarization process, feel free to ask.

User: Thank you. What's the next step after filling these documents?

Consumer Grievance Assistance Chatbot: After filling the documents and getting the affidavit notarized, you can file your complaint on E-daakhil, the portal for consumer redressal. Here's a step-by-step guide:

1. Create an account on E-daakhil.
2. Verify your email address and log in.
3. Go to “Consumer Complaint” and accept the terms and conditions.
4. Click “Consumer Complaint” and enter the claim amount.
5. Select Haryana as the state and Sonepat as the district.
6. Enter all necessary case details.
7. In the “Party Name” section, enter “Rajan Watch,” “Rajan Watch Service Centre,” and “Fast Track Company.”
8. In the “Advocate” section, enter the details of your advocate if you have one; otherwise, leave it blank.
9. In the “Complaint Section,” provide a brief summary of your complaint. Type “I purchased a Fast Track watch from Rajan Watch (OP no.1) on 22.06.2017 for Rs.1,995. The watch had recurring defects, and despite multiple attempts, the issues were not resolved. Seeking a refund and compensation for harassment and mental agony caused by the breach of trust and warranty commitment from Rajan Watch (OP no.1), Rajan Watch Service Centre (OP no.2), and Fast Track Company (OP no.3).”
10. Upload the filled complaint, affidavit, and Memorandum of Parties.
11. Verify the details and submit your complaint.

User: Got it. Thank you for your guidance.