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

User: The phone I bought is defective. What are my remedies?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your experience. Can you please provide more details about the incident? Specify from where you bought it, the date of purchase, what issues you are facing and other details.

User: I purchased an Asus phone (model A501CG 51NCG 6GB) from a nearby store Alif Communication on 24.08.2015. However, soon after purchase, it started overheating and its battery drained in less than half an hour even when fully charged.

Consumer Grievance Assistance Chatbot: Okay, and did you try contacting Asus’s service centre?

User: Yes, I did. On 27.10.2015, I reached the service centre which took my phone and gave it back after a week claiming it to be repaired. However, within a few days, the display of the phone began to flicker. On 21.11.2015, I again gave the phone for repair. The service centre again claimed it to be repaired. However, it was still not repaired.

In fact, the phone was completely dead in June 2016. I have lost very important data which cannot be retrieved now.

Consumer Grievance Assistance Chatbot: I am sorry to hear about that. Can you specify what kind of loss you faced by losing the data?

User: I am engaged in fabrication work. The photos relating to those stored in the phone have been lost causing considerable business loss to me. Some of my customers cancelled the work orders worth Rs.50,000/- as I couldn’t attend the calls on time. Also, my clients' contacts were also lost. This led to me being forced to buy another phone.

Consumer Grievance Assistance Chatbot: In that case, the seller as well as the phone company Asus is jointly and severally liable for supplying and delivering defective goods. What do you want to claim as a remedy? Do note that you can also claim compensation for mental agony suffered, the cost of legal proceedings, if any, along with a refund of the amount paid for the initial phone you purchased and the new one you were forced to buy.

User: I want a replacement as well as Rs. 1,00,000.

Consumer Grievance Assistance Chatbot: Okay. As your first remedy, 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. Before that please provide complete details of you, Asus and Alif Communication including both of your addresses.

User: My name is Sreehari P., S/o. K.A. Chandrasekharan Nair. I am a resident of Chandra Nivas, (Koothanalil), Thaikkattukara, P.O., Aluva- 683106.

Asus Company has its main office in Asus Technology Private Limited, 4C, Gandecha Onclav, Kherani Road, Near Sakinka Police Chowk, Andheri East, Mumbai400 072, Maharashtra, India.

Shoukkathali is the manager of Alif Communication, which is located in Penta Menaka, Shop No.131, Shanmugham Road, Ernakulam – 31.

Asus Service Centre is located in Kadavanthra, Cheruparambathu Road, Near Lotus Eye Care.

Consumer Grievance Assistance Chatbot: Okay. Here is a draft [notice](https://docs.google.com/document/d/1la2O6G2F_WUek5S4t2as0jCkx9bxPZo9kPWJ4AWjBjc/edit). Please review this draft letter. You'll need to send it to Asus’s consumer grievance email cc-ing Alif Communication, 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 Ernakulam, where you reside, or where Alif Communication or Asus has its office. Where would you prefer?

User: Ernakulam is more convenient for me.

Consumer Grievance Assistance Chatbot: Great. In that case, you can file it in the Ernakulam District Consumer Court. You'll need to submit several documents, including the legal notice you sent to Asus, their response (if any), and any evidence like invoice of purchase, warranty slip and evidence of the defects 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 Kerala as the state and Ernakulam 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 Asus Company and Alif Communication 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 bought a phone which soon became defective. Even after repeated complaints to the service centre, I have not received a satisfactory resolution”.

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/1I1TotFbpEIIn4AgPT4POM6ilgO_F7sVHC2c0d5ga7Zg/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 memo 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/1-gbpV5JT-LKwRl6q1wxv8hJEb-sFOiWEVzXltnUkzvw/edit) here and the [affidavit](https://docs.google.com/document/d/1rcHRu0sXOE1l8hUkte5wUufeIdThUMz_iyNnXdyxESw/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.