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

User: I purchased a TV which had scratches all over the screen when unboxed. What to do?

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

User: I ordered a Xiaomi MI LED Smart TV from the Mi Store on 08.11.2020. It was delivered on 11.11.2020. I paid Rs 26,000 for it. The tv came with a 1 year warranty. When I started unboxing the same for installation, I was shocked to see scratches all over the screen.

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

User: Yes. I immediately lodged an e-mail complaint and forwarded the pictures of the TV. But the company replied that if the box is opened by the customer, any replacement or missing product claim becomes null and void. However, no such condition is written in the installation guide and warranty card supplied along with the product. No such condition is seen on their website also.

Consumer Grievance Assistance Chatbot: Okay. This amounts to deficiency of service and unfair trade practice. What do you want to claim as a remedy?

User: I want compensation and a refund.

Consumer Grievance Assistance Chatbot: Okay. How much compensation do you want? 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 refund of the amount paid for the TV and Rs 10,000 as compensation.

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 and Xiaomi including both of your addresses.

User: My name is Rohit.K.S. and I reside in Kollamolel House, Kadackanadu P.O., Kolencherry P.O., Pin-682 311.

Xiaomi Technology India Pvt. Ltd. has its registered office in Orchid (Block E), Ground Floor to 4 Floor, Embassy Tech Village, Marathahalli-Sarjapur Outer ring road, Devarabisanahally, Bengaluru 560103.

Consumer Grievance Assistance Chatbot: Okay. Please find a draft [notice](https://docs.google.com/document/d/1hLyf7v4fp1V4UeGc4tYXtLdPqkuXHHZ08peqrBhk-c8/edit). Please review this draft letter. You'll need to send it to Xiaomi’s consumer grievance email, 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 Xiaomi 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 Xiaomi, 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 Xiaomi 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 purchased a TV which had scratches all over the screen when unboxed. Even after complaining, 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. Please find the draft [complaint.](https://docs.google.com/document/d/1ItPABxIkJLoFykXd_Z7cg95TQIf5ABTdaBPnyV2BXBw/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 of parties](https://docs.google.com/document/d/1uTqxo8hCqK7CHVd4oxj6P1gfN2wfBFS7SPp9Gn2Ui4w/edit) and the [affidavit](https://docs.google.com/document/d/1pG50KP7uljXUgb2SiXCTtZp6M0VLS2MHv92L5XhyFwM/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.

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.