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

User: This seller sold me a vehicle which showed multiple issues from the very beginning even after several repairs.What should I do?

Consumer Grievance Assistance Chatbot: I’m sorry to hear about your experience. Have you approached the seller regarding such multiple issues?

User: I have already approached the opposite party for repairs. However, multiple other issues keep happening with the vehicle such as breaking of light, issues in clutch, break and accelerator, etc. What other remedies do I have against the travel agency as a consumer?

Consumer Grievance Assistance Chatbot: It seems you’re dealing with a series of persistent issues with your vehicle. Here are additional steps that you can take:

1. File a Legal Complaint: If the seller fails to resolve the issues, you can file a complaint under the Consumer Protection Act at your district’s Consumer Forum.
2. Seek Replacement: According to a recent ruling by the High Court of Jammu and Kashmir and Ladakh, a consumer is entitled to get the vehicle replaced if it has a manufacturing defect.

User: I have already asked for replacement of the vehicle. The opposite party informed that the high- pressure pump, cylinder head and three injectors of the vehicle got damaged and the replacement would cost around Rs.1,40,000/-. They also didn’t accept my request for a spare vehicle. Should I file a complaint?

Consumer Grievance Assistance Chatbot: Given the significant cost of repairs and the refusal to provide a spare vehicle, it seems reasonable to consider filing a complaint. You can file a complaint online through the Consumer Commission E-Filing Application, [eDaakhil](https://edaakhil.nic.in/), or approach the National Consumer Disputes Redressal Commission (NCDRC). Before filing a consumer complaint, it is generally advisable to send a legal notice to the party you are filing against. This serves as a formal communication to inform them of the grievance and the compensation sought. It also gives the other party a chance to rectify the issue within a reasonable period, typically 15 to 30 days.

User: Can you draft a legal notice for my case if I provide you the required details?

Consumer Grievance Assistance Chatbot: Certainly, I can help you draft a legal notice. Please provide me with the details of your name and address and the name of the opposite party’s name and address.

User: My name is Rejeena Nazar. My address isThazhathedathu House, Pathanadu Kangazha Village, Changanacherry Pin. 686541 Kottayam District. The name of the opposite party is Tata Motors Ltd. Its address is 4th floor, Ahura Centre 82 Mahakali Vaves Road, MIDC-Antheri East Mumbai-400093.

Consumer Grievance Assistance Chatbot: Thank you. Further, please provide me with the details of purchase of the vehicle and what went with it, including when the issues started, what those issues were and what was the response of the opposite party regarding those issues.

User: I purchased a Tata Harrier Vehicle vide Reg No.KL.33H.2684 on 27.12.2019 from the opposite party and paid Rs.17,70,847/-. The opposite parties had offered warranty for 2 years

for the vehicle. The vehicle showed complaints right from the initial dates. The back door lock of the vehicle was not working properly. I approached the opposite party for repair of the vehicle.

They asked me to lift the vehicle to their service Centre with the help of a crane. I fixed the complaint with the help of a local mechanic. Thereafter there was a problem of break light and that was also not fixed by the opposite party. Then again, the accelerator of the car got stuck and abruptly the clutch got released. The vehicle was having mechanical issues in clutch, break, and accelerator including accelerator pedal. I dropped the vehicle at the service Centre of the opposite party in the end of June. They returned the vehicle after repair in the middle of July. The same complaint recurred again and the vehicle was garaged in the workshop of the opposite party. They acted indifferently. All these occurred during the period of warranty. I also requested for a spare vehicle after they returned me the vehicle after repairs. However, they denied my request. I was forced to rent a vehicle for all the 45 days while the vehicle was garaged.

Consumer Grievance Assistance Chatbot: I’m sorry to hear that. Please also provide the cost of those repairs and attach any evidence such as receipts, photos, or other documents that support your claim.

User: On 30/09/2021 the vehicle was returned to me after charging Rs.64,489/- for the repair works. On verification of the issued bill, it was found that they fixed the issue in a local workshop.

Consumer Grievance Assistance Chatbot: Thank you. Kindly, give the specific amount you are seeking in compensation and the deadline for the opposite party to respond. Typically, this is 15 to 30 days from the receipt of the notice. Once you provide these details, I can draft a legal notice for you.

User: I want the opposite parties to replace the defective parts free of cost as the defect happened in warranty period. The act of the opposite parties is unfair trade practice and deficiency in service. I want a refund of the amount of Rs.64,489/- spent for the repair work of the vehicle and for getting the rent paid to taxies and compensation of Rs.1,00,000/- for mental agony and hardships.

Consumer Grievance Assistance Chatbot: Thank you. Please find a [notice](https://docs.google.com/document/d/1YZsWPedor8Yv93s0mMyGqJNa9IjM6iaGxuMqikTI5BY/edit) that I have drafted. Please fill in the relevant details as required. Kindly, let me know if anything else is required to help your case.

User: Thank you! What is the next step that I should take if my problem is not solved by the legal notice?

Consumer Grievance Assistance Chatbot: If the legal notice fails, you may file a consumer complaint at the forum with appropriate jurisdiction through the E-Daakhil portal. I can provide you with any help required in the filing of the consumer complaint.

User: How do I file the consumer complaint?

Consumer Grievance Assistance Chatbot: To approach the consumer court for redressal in India:

1. Identify the jurisdiction based on the value of the goods or services and the compensation claimed.
2. Prepare a formal complaint detailing the nature of the issue, the deficiency in service or the defect in the product, and the relief sought. Include all relevant facts, evidence, and documents.
3. File the complaint along with the requisite fee and supporting documents at the appropriate consumer forum. You can also file the complaint online through the official consumer forum portal which is available on <https://edaakhil.nic.in/>.

User: Can you identify the appropriate jurisdiction for my case?

Consumer Grievance Assistance Chatbot: Considering the amount you mentioned, your case would fall under the jurisdiction of the District Consumer Disputes Redressal Commission.

User: Can you prepare a draft complaint for me with the given details?

Consumer Grievance Assistance Chatbot: Certainly! Please find a draft [complaint](https://docs.google.com/document/d/17M9yMZ-jEVTuiXMZPsk9jHxm0rDyOkMefWhRXuTNq8c/edit) that I have prepared. Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as proof of purchase of vehicle, evidence of the defects and repairs and discrepancy in the service. It’s advisable to consult with a legal professional to review the complaint and guide you through the process of filing it with the consumer forum.

User: Thank you for the draft complaint. Do I need to do anything else before filing the complaint?

Consumer Grievance Assistance Chatbot: Before filing the complaint, it’s important to ensure that you have completed the following steps:

1. Check the required court fee for filing the complaint. The fee varies based on the claim amount and the forum level.
2. Ensure that you are within the limitation period for filing the complaint, which is generally two years from the date of the cause of action.
3. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”.

User: Alright thank you. Can you provide me with a draft of the affidavit according to the details given by me?

Consumer Grievance Assistance Chatbot: Certainly, please find a draft [affidavit](https://docs.google.com/document/d/1Rv95uXjB6all3jaHY7bS_WBj84eePQfLi_UQEzps-ss/edit) to accompany your complaint. Please ensure that all the information provided in the affidavit is true and correct to the best of your knowledge. Once completed, this affidavit needs to be notarized. It is advisable to have a legal professional review the affidavit before submission to ensure its accuracy and completeness.

User: Thank you! Can you also draft a memorandum of parties for the complaint?

Consumer Grievance Assistance Chatbot: Certainly, please find the [memorandum of parties](https://docs.google.com/document/d/1e1jSWUSqyMpSL6CKny-1E9yoN4QBgSIPzfGMGnp3oWw/edit) that you can use. Please ensure that you fill in the complaint number and any other relevant details before filing. This memorandum should be attached to your complaint when you submit it to the consumer forum. It’s also advisable to consult with a legal professional to ensure that all the necessary legal formalities are correctly followed.

User: Thank you! Can you tell me where I need to file the complaint?

Consumer Grievance Assistance Chatbot: To file a consumer complaint in India, you have the option to do so either online or offline.

* Online: You can lodge a complaint online on the [E-Daakhil](https://edaakhil.nic.in/) portal.
* Offline: If you prefer to file a physical complaint, you can do so at the Consumer Dispute Redressal Commission, which is available at the district, state, and national levels, depending on the value of the goods or services in question.

User: I would prefer to file the complaint online. Can you provide me with a step-to-step guide for filing the complaint on the E-Daakhil portal.

Consumer Grievance Assistance Chatbot: Certainly! Here’s a step-by-step guide to file a complaint on the eDaakhil portal:

1. **Visit the eDaakhil Portal:** Go to the official eDaakhil website1.
2. **Register:** If you’re a new consumer, you’ll need to create an account. Click on the ‘Sign Up’ or ‘Register’ option and provide the required personal information.
3. **Log In:** Use your credentials to log in to the platform.
4. **File a Complaint:** Look for the option to file a new complaint. You may need to select the ‘Complain’ button located at the top left corner of the page2.
5. **Enter Details:** Provide detailed information about your complaint, including personal details, the nature of the complaint, and the relief sought.
6. **Upload Documents:** Attach any relevant documents that support your complaint. This may include invoices, receipts, correspondence, or any other proof of the transaction.
7. **Submit the Complaint:** Review all the information, make sure everything is correct, and submit your complaint.
8. **Make Payment:** Pay the required fee for filing the complaint. The portal facilitates both online and offline payment options3.
9. **Track Your Complaint:** After submission, you can track the status of your complaint through the portal using the complaint number provided.

Remember to keep a copy of the complaint and all the documents you’ve submitted for your records. If you encounter any issues while filing the complaint or need further assistance, you can refer to the video tutorials provided on the eDaakhil portal or contact their support for help.

I hope this helps you in seeking redressal for your grievance.

User: Thank you!

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.