Consumer Grievance Assistance Chatbot - Hi! I am your consumer grievance assistance tool. How may I assist you today?

User - I bought a Samsung mobile phone last year and the display of the phone is not working now. I am very upset because it has only been 1 year since I bought the phone and now I cannot use it without a functioning display.

Consumer Grievance Assistance Chatbot - I am sorry to hear that. Please provide the model number, price, date of purchase of the mobile phone, invoice number.

User - The model number is A217 A215 6+64 Samsung mobile phone. I purchased the phone on 14th October 2020. The cost of the phone was Rs 16,000 and the invoice number was 4739. There was also a 1 year warranty.

Consumer Grievance Assistance Chatbot - Please provide the name and the location of the establishment where you purchased the mobile phone.

User - I purchased the phone from the RTS cell zone store in NR Circle, Hassan.

Consumer Grievance Assistance Chatbot - Have you contacted Samsung Customer Care regarding this issue?

User - Yes, I have taken the mobile phone to an authorised service centre and paid Rs 4000 for repair but the phone is still not working

Consumer Grievance Assistance Chatbot - That must be very distressing. Please provide the name, date on which you visited the service centre, location of the service centre, and more details on the response provided by the service centre

User - The Samsung Service Centre is called 3S Touch Service Solution Pvt Ltd and is located at Janani Building, Ward no.7, Opposite 11th Cross, K.R Puram, Hassan. I visited the service centre on 21st March 2022. I was told to take the mobile phone back without any repairs being done, even after paying Rs 4000.

Consumer Grievance Assistance Chatbot - Thank you. Have you tried to resolve the issue directly with the service centre?

User - Yes, I attempted to contact them multiple times but received no response.

Consumer Grievance Assistance Chatbot - In such a scenario, have you initiated any legal action against the service centre?

User - Yes, I have sent a legal notice dated 07.06.2022 to the service centre but did not receive any reply.

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service. Since you have already issued a legal notice to the Samsung service centre and have not received any response, there are 2 further remedies available. You can either file a complaint before the specific District Consumer Redressal Forum that has jurisdiction in your case or contact the National Consumer Helpline on this number - 1800-11-4000. A representative will assist you with specific steps over the phone once you contact the helpline. Which option would you prefer?

User - I would like to file a complaint.

Consumer Grievance Assistance Chatbot - Before filing a complaint, could you please confirm whether 15 days have passed since you delivered the legal notice and have not received any response?

User - Yes, the notice was delivered on 11.06.2022 and more than 15 days have passed.

Consumer Grievance Assistance Chatbot - Great. To file a complaint, could you please provide some details including your full name and age, your father’s name, your permanent address.

User - My full name is Rakshit S.B, and I reside in #67, Shankaranahalli, Hassan City, Hassan District.

Consumer Grievance Assistance Chatbot - Thank you. What remedy would you like to seek against the establishment?

User - I want a refund of Rs 16,000 for the defective phone and a refund of Rs 4,000 I had paid as repair cost. I also want Rs 50,000 for the hardship caused.

Consumer Grievance Assistance Chatbot - Thank you. Do you have documents such as bills, photos, etc which can be used as evidence?

User - Yes, I have an invoice bearing No. 4739

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 4,000 as repair costs and the cost of the mobile is Rs 16,000, your total consideration is Rs 70,000 (including Rs 50,000 as compensation for deficiency of service and mental agony). Further, since you live in Hassan and the service centre is also located in Hassan, the cause of action will arise in Hassan and you can file a complaint with the Hassan District Consumer Redressal Commission as the appropriate forum. Would you like a draft of the legal notice and complaint letter?

User - Yes, please.

Consumer Grievance Assistance Chatbot - Here is the **draft** [**Notice**](https://docs.google.com/document/d/1upEo9E32VQoLVbi_UwYd5rzZ2VOnVsOOqFRJF0BBV6k/edit) and **draft** [**Complaint**](https://docs.google.com/document/d/18Bn4f5ZiTdGSThI0oGYaRcpW7YTpEPDu6ZFVUtKXCrI/edit)**.** Please download this complaint, fill in the blanks, review, print and sign the complaint. Once the signed complaint is verified by a notary public, scan and upload the complaint as a PDF document on the e-Daakhil portal. You will also need to upload an affidavit and memorandum of parties. Shall I generate these documents?

User - Yes, please.

Consumer Grievance Assistance Chatbot - Here is the [**Affidavit**](https://docs.google.com/document/d/1LUdpbpvm2_7Gqeh9EEwnKaBdQOajbG0mOBob2BuaFfo/edit) and [**Memorandum of Parties**](https://docs.google.com/document/d/17t5fyxQYGQQF-nGU7js2gmei-OzaQyR6W_ULZOSoNg8/edit). Please print both these documents and verify the names and addresses on both. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both these documents should be scanned and uploaded on the e-Daakhil portal. Would you like me to guide you through the process of filing a complaint on the portal?

User - Yes, please.

Consumer Grievance Assistance Chatbot - The procedure for filing a complaint on the [e-Daakhil](https://edaakhil.nic.in/) portal is as follows -

### **Step 1: Registration -** Open your web browser and go to [e-daakhil.nic.in](https://edaakhil.nic.in/edaakhil/). On the homepage, navigate to the "Complainant/Advocate Section" and click on "Registration". Fill in your details to register for a new user ID.

### **Step 2: Login to Your Account**: Click on Complainant/Advocate Section" and then enter your user ID and password to log in.

### **Step 3: Filing a New Complaint:** After logging in, you will be directed to the user home screen. Click on the "Filing (By Complainant/Advocate)" dropdown menu and select "File a New Case". Read and accept the disclaimer

**Step 4: Enter Case Details**:

* Enter the claim amount as Rs 70,000 (which includes Rs 50,000 as compensation for deficiency of service, mental agony and hardship)
* Select Karnataka as the State and Hassan as the District
* You will then be directed to the ‘Case details’ page.
* Fill in the "Complainant Details", including your name (Rakshit S.B), your address (#67, Shankaranahalli, Hassan City, Hassan District), your mobile number, and your email address (if you wish to receive notifications about the progress of your complaint)
* Fill in details about the "Respondent" including the name of the Samsung Service centre (3S Touch Service Solution Pvt Ltd) and the address (Janani Building, Ward no.7, Opposite 11th Cross, K.R Puram, Hassan)
* Since you have sent a legal notice, enter the name of the advocate who is representing you.

**Step 5: Describe the Complaint:**

* Enter the following in the ‘Complaint’ Section - “I purchased a Samsung mobile phone from RTS cell zone on 14.10.2020. The display stopped working after 1 year so I paid Rs 4000 to an authorised Samsung Service Centre to repair the phone. However, the service centre returned the phone without making any repairs. I subsequently tried to reach out to the service centre but received no response.”

**Step 4: Upload Documents**

* In the "Document Upload" section, upload the necessary documents, including:
  + - The Complaint document.
    - Affidavit.
    - Memorandum of Parties
    - Supporting documents such as the invoice for purchase of the Samsung mobile phone, and the service centre receipts for repair.

### **Step 5: Finalize and Submit the complaint**

* Click on the "Preview" button to view a merged document of everything uploaded.
* Confirm that all details and documents are correct by ticking the checkboxes.
* Click "Finalize" to submit the complaint.
* **Acknowledgement**: You will see an acknowledgement that your case has been successfully submitted. The case will now appear under the "Pending Approval" or "Pending Payment" section.

### **Step 6: Payment of Fees -**

### If there is a fee associated with filing your complaint, ensure it is paid as per the instructions.

### **Step 7: Follow-Up**

* To Check the status of your case, log in to the e-daakhil portal periodically to check the status of your complaint.
* Attend any hearings or provide additional information if requested by the forum.

### **Additional Information**

* The complaint and all supporting documents must be paginated and indexed in the required order.

This concludes the process of filing the complaint. Do you have any further questions?

User - No, 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.