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

User - I bought a Hollow Block machine along with some other equipment from Hanje Hydrotech last year and the establishment has delayed sending technicians to install the brick-cutting machine for more than 3 months. The machine was not assembled properly, and is also of substandard quality and cannot meet my needs of manufacturing 8000 bricks a day. I am very upset as the establishment had explicitly guaranteed that the machine could manufacture 8000 bricks per day. The delay and substandard machine quality have caused me massive financial losses.

Consumer Grievance Assistance Chatbot - I am sorry to hear that. Please provide the model number, price, date of purchase of the machine, invoice number, and any other accompanying equipment.

User - The model number is HSN Code 84748010 Automatic Bricks Machine, bearing GST TN 27 AABPPH0935EIZDA and GST Invoice No. 250/Dec19 for Rs 2,95,000. I have also purchased other equipment including a 500kg capacity pan mixture machine for Rs 1,95,000, mould for Rs 27,000, Electric Motor for Rs 20,000, Diesel Engine for Rs 47, 474, Hyper Hydraulic Operated with Material Storage for Rs 69,000, and Hydraulic Oil for Rs 5,000. The total cost of this equipment is Rs 7,77,000.

Consumer Grievance Assistance Chatbot - Please provide the name and the location of the establishment you purchased this equipment from as well as the date of purchase.

User - I have purchased this equipment from Hanje Hydrotech, located at Flat No.2, Gate No.34, Sanjay Industrial Estate Co-operative Society Ltd, Madevanagar, Sangli, Maharashtra - 416 406. I purchased the machine on 02.12.2019

Consumer Grievance Assistance Chatbot - Have you contacted the establishment regarding this issue?

User - Yes. The establishment sent the technicians to set up the machine only 3 months after I purchased the machine, despite guaranteeing that the technicians would be sent to install the machine after purchase.

Consumer Grievance Assistance Chatbot - What specific financial losses have you incurred because of the delay in setting up the machine and the substandard quality of the machine?

User - This 3-month delay caused significant financial hardship as I had to take a loan from the bank totalling Rs 8,00,000 and could not produce bricks during this time. I spent 5,00,000 towards constructing a shed for the machine and Rs 3,00,000 towards labour and raw material costs. The technicians who came to set up the machine did not set it up correctly and also informed me that the machine would not be able to manufacture 8000 bricks. Additionally, the machine delivered was a solid brick-cutting machine and I was not provided with any instructions on how to manufacture bricks with it. This caused further shock and distress to me as the establishment had assured me that it could manufacture 8000 hollow bricks per day, and now I feel cheated.

Consumer Grievance Assistance Chatbot - That must be very distressing. Have you tried to resolve the issue directly with the establishment?

User - Yes, I have sent a legal notice dated 02.07.2021 to the establishment but did not receive any reply.

Consumer Grievance Assistance Chatbot - Do you have documentary evidence such as invoices, etc?

User - Yes, I have a GST Invoice No. 250/Dec19 for Rs 2,95,000 for the machine.

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service. Since you have already issued a legal notice to the establishment 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 02.07.2021 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 Nirvani Gowda, my father’s name is Mallesh, and I live in Kattaya village and Hobli in Hassan District.

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

User - I want compensation of Rs 15,70,000 for all my expenses and Rs 2,00,000 as additional compensation for the mental agony caused.

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 7,70,000 for the purchase of all the equipment, Rs 5,00,000 for the construction of the shed, and Rs 3,00,000 for raw material and labour, your total consideration would be Rs 17,77,0000 (including Rs 2,00,000 as compensation for deficiency of service and mental agony). Further, since you live in Hassan and the service centre is located in Maharashtra, you can choose to file the complaint in Hassan or in Maharashtra. Which would you prefer?

User - I want to file it in Hassan

Consumer Grievance Assistance Chatbot - Great. 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 the complaint letter?

User - Yes, please.

Consumer Grievance Assistance Chatbot - Here is the **draft** [**Notice**](https://docs.google.com/document/d/139j6s5zwroiYr_e5ZO2Z41HcguZm1YuTopIgY1Xh4AM/edit) (for your reference) and **draft** [**Complaint**](https://docs.google.com/document/d/169_sqlF5_6xO2LAdB7T72N2cJANV5FucAkCiP0Q98qs/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/1Xxcv0QqwvuDUJIOi2D70PE3-QbqAczKe-wR9Rlw_K0M/edit) and [**Memorandum of Parties**.](https://docs.google.com/document/d/15jK6jbgUGd3uBJww4vb5Lg3UZu9ksIyBKFTUmhZh5XI/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 17,77,000
* 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 (Nirvane Gowda), your address (Kattaya village and Hobli, 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 establishment and the manager (Hanje Hydrotech and its manager) and the address (Flat No.2, Gate No.34, Sanjay Industrial Estate Co-operative Society Ltd, Madevanagar, Sangli, Maharashtra - 416 406.)
* 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 Hollow brick cutting machine from Hanje Hydrotech on 02.12.2019. The technicians came 3 months late to install the machine and set it up incorrectly. The technicians also told me that it cannot manufacture 8000 bricks per day, despite the establishment guaranteeing this. The wrong machine was also delivered (Solid Brick Cutting machine) and I was not given any instructions on how to use it. I have suffered huge financial loss because of this.”

**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 the purchase of the Hollow brick cutting machine.

### **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.