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

User - I purchased 5 sets of solar water heaters 3 years ago and they have stopped working now. I am not getting hot water to supply to my tenants, who have therefore vacated the premises.

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

User - I purchased the heaters on 12/06/2017 for a total price of Rs 63,300 and have an invoice dated 12/06/2017.

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

User - I purchased the heaters from Sun Energy Solar Solution Pvt Ltd, located at No 347, Growth Center, Industrial Area, Holenarasipura Road, Hassan.

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

User - Yes, I sent them a letter on 14-01-2022 warning them that I would file a complaint with the consumer commission for supplying me with defective water heaters. The establishment replied by wrongly stating the date of warranty of the heaters and agreed to bear half the cost of the tank if it was newly purchased. However, the establishment failed to honour this guarantee.

Consumer Grievance Assistance Chatbot - This must be distressing. Please provide the warranty period for the water heaters.

User - The water heaters had a 5 year warranty when I purchased them.

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

User - Yes, I have an invoice dated 12/06/2017

Consumer Grievance Assistance Chatbot - Have you taken any legal action against the establishment?

User - Yes, I issued a legal notice to the establishment through my advocate on 10/03/2022 but have not received any reply.

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service because the heaters have stopped functioning within the warranty period and the establishment has not repaired/replaced them. 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 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 10.03.2022 and more than 15 days have passed.

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

User - My name is Latha C.S, and my husband is R.Shekarappa. I am 50 years old and reside at Ward No.1, Holenarasipura Road, Near Vijaya Bank, Channapatna, Hassan - 573 201.

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

User - I want a refund of Rs 63,000 for the defective water heaters and Rs 27,000 as compensation for the financial loss I have faced because of my tenants leaving.

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 63,000 for the water heaters, your total consideration would be Rs 90,000 (including Rs 27,000 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 the complaint letter?

User - Yes, please.

Consumer Grievance Assistance Consumer Grievance Assistance Chatbot - Here is the **draft** [**notice**](https://docs.google.com/document/d/1-qkaKpzZnoAVYIv7wilflz4-7dFSYfT8nMiMdFliu6M/edit) and the **draft** [**Complaint**](https://docs.google.com/document/d/1m3aFashzX-KXExFwtkgZHi7xYZvcX1vNJmspWAfa4xY/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 Consumer Grievance Assistance Chatbot - Here is the [**Affidavit**](https://docs.google.com/document/d/1Fvd9FN5lmFfuuWJesAq8pA-WR4wVxtj8DCkhVuD-w48/edit) and [**Memorandum of Parties**.](https://docs.google.com/document/d/1M03MIZ0eftLp6WDX3dLSMmCrJLVZJwq_b0puZCdC2ic/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 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's 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 90,000 (which includes Rs 27,000 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 (Latha C.S), your address (Ward No.1, Holenarasipura Road, Near Vijaya Bank, Channapatna, Hassan - 573 201), 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 proprietor and establishment (The Proprietor, Manju M.C, Sun Energy Solar Solution Pvt Ltd) and the address (No 347, Growth Center, Industrial Area, Holenarasipura Road, 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 5 water heaters from Sun Energy Solar Solution Pvt Ltd on 12/06/2017. They stopped working within 3 years. Despite having a 5-year warranty, the establishment failed to refund or replace the heaters. I subsequently sent a legal notice 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 the purchase of the heaters.

### **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.