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

User - I purchased 5 sets of 200 E.T.C solar water heaters and 2 of these heaters have started leaking from the past month, causing me a lot of hardship.

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 warranty period.

User - I purchased the heaters on 03/03/2017 for a total price of Rs 35,925 and have an invoice dated 03/03/2017. The establishment had provided a 5-year warranty period for the 5 heaters.

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

User - I purchased the heaters from ESSAR Technologies, located at Plot No. 19/4, Kadaola Industrial Area, Mysore - 571 311

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

User - Yes, I approached the establishment with a request to either repair or replace the 2 leaking water heaters but did not receive any positive response.

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

User - Yes, I have an invoice dated 03/03/217

Consumer Grievance Assistance Chatbot - This must be distressing. Have you taken any legal action against the establishment?

User - Yes, I have issued a legal notice to the establishment through my advocate on 12/07/2021 but have not received any reply.

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service because 2 out of the 5 heaters have started leaking 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 12.07.2021 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’s name, and your permanent address?

User - My name is H.P Vishwanath and I am 50 years old. I reside at Old Post Office Road, Thamalapura Circle, Thamalapura, Hassan.

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

User - I have faced a lot of hardship and want the 2 defective heaters to be replaced and compensation of Rs 50,000 for the hardship I have faced.

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 35,925 for the water heaters, your total consideration would be Rs 85,925 (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 Mysore, you can file a complaint either in Mysore or in Hassan. Which would you prefer?

User - I want to file the complaint 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 Consumer Grievance Assistance Chatbot - Here is the **draft** [**Notice**](https://docs.google.com/document/d/1X1db3dHpW0CAS0eJndgN2HZbHvGPe6LUt9yuGe1ImKo/edit) (for your reference) and **draft** [**Complaint**](https://docs.google.com/document/d/10qZDOLK7tspqj15ALCG3Md1o7p0tlhXkWzNBEnjDe_U/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/1dxeuJcRYGkJedwvcmaMwjcyxsYcqorOCmZMdiUNkOH8/edit) and [**Memorandum of Parties**.](https://docs.google.com/document/d/1tXd1Hx_GRytwBfaIZ7FN7sqms7RCzMxT4TSN26VYXgo/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 85,925 (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 (Vishwanath H.P), your address (Old Post Office Road, Thamalapura Circle, Thamalapura, Hassan), 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 Manager and establishment (The Manager, ESSAR Technologies) and the address (Plot No. 19/4, Kadaola Industrial Area, Mysore - 571 311)
* 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 ESSAR Technologies on 03/03/2017. Two of these heaters stopped working last month. Despite having a 5-year warranty, the establishment failed to refund the amount or replace the leaking heaters when I approached them. 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.