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

User - I purchased a car from a public auction but have not been able to get it registered.

Consumer Grievance Assistance Chatbot - I am sorry to hear that. Please provide further details of the incident including model name/number, price, date of purchase of the car, etc.

User - I purchased the car on 28/02/2019 for a total price of Rs 2,00,000. Prior to the auction, the same car had been purchased by an individual named Raghupathi from the same establishment (Shah Automotive Mysore) with financial assistance from another establishment called Magma Fin Corp. Since Ragupathi defaulted on his payments, the said car had been seized by Magma Fin Corp. I have sent an NOC to RTO on 08/04/2019 and tried to get a temporary registration for the car from the establishments but did not succeed. Both establishments have clearly not transferred the registration of the car to their name (from Raghupathi) and hence are not able to provide me with the registration.

Consumer Grievance Assistance Chatbot - Please provide the name and the location of the establishment where you purchased this car. Also provide the name and address of the establishment which provided financial assistance to the first buyer of the vehicle.

User - I purchased the car from Shah Automotive Mysore, Authorised Dealers: Honda Cars India Ltd located at No. 101(P), Hootagalli, Industrial Area, Opposite Autmotive Axles, Off Hunsur Road, Mysore - 570018. Magma Fin Corp Ltd is the establishment that provided financial assistance and is located at Magma House, 7th Floor, No. 24, Park Road, Kolkata - 700016.

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

User - Yes, I have a letter which states that the vehicle has been released dated 11/03/2019, receipt of Redfort dated 05/07/2022, statement of account, and NOC issued by the establishments on 08/04/2019

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

User - Yes, I personally got in touch with both establishments and even sent a letter dated 16/04/2019 requesting that the car be registered, but have not received any response.

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

User - No.

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service. There are 3 further remedies available.

* Firstly, since the establishments have not responded to your letter asking for registration, you can issue a legal notice to the Hospital via an advocate detailing your grievance and asking for compensation, along with stating your intention to approach the Consumer Commission if they do not comply.
* Secondly, if the establishments do not respond to your legal notice or refuse to provide any compensation, you can file a complaint before the specific District Consumer Redressal Forum that has jurisdiction in your case.
* Lastly, you may also 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 - 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 Shakeel Pasha and my father’s name is H.A Mohammed Kalandar. I reside at Shaffi Mazid Road, Kottanan Giri, Hassan.

Consumer Grievance Assistance Chatbot - Thank you. What other harms have you faced and what remedy would you like to seek against the establishments?

User - I have faced a lot of hardship as I have not been able to use the car on the road and have had to keep it in the RED-FORT yard and pay Rs 75 per day for the same. I had also purchased the car for domestic as well as business purposes. Due to the lack of registration, I have been forced to rent a vehicle to travel from one place to another and incurred a cost of Rs 25,000 per month. Hence, I want a total compensation of Rs 15,00,000 for all my expenses and the hardship I have faced. I also want the RTO registration documents for the car.

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 2,00,000 for the car your total consideration would be Rs 15,00,000 (including other expenditure and compensation for deficiency of service and mental agony). Further, since you live in Hassan, the establishment that sold you the car is located in Mysore, and the establishment that provided financial assistance to the first owner of the car is located in Kolkata - you can file a complaint either in Hassan, Mysore or Kolkata. 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/1lLS0N1ZwIIJqZW1sZ6wnVhOlVFzPt0W8LJcEyFmkQpg/edit) and **draft** [**Complaint**](https://docs.google.com/document/d/1uRGzZpuLmOEgTLQPdJSIiwAwwSRMbd0y55EFGgP7ofo/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/14U4Q0U6IDPOxb-6X4mzwS_yIbZoVixM2yUMcNaafz84/edit) and [**Memorandum of Parties**](https://docs.google.com/document/d/1WHz63FZ-Cl5WlKvbGbd1Lxna9-6I46GviFS44CZl2Yw/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 15,00,000 (which includes 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 (Sshakeel Pasha), your address (Shaffi Mazid Road, Kottanan Giri, 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 Director and establishments (The Director, Shah Automative Mysore: Authorised Dealers Honda Cars India Ltd) and the address (No. 101(P), Hootagalli, Industrial Area, Opposite Autmotive Axles, Off Hunsur Road, Mysore - 570018)
* Fill in details of the ‘Additional Respondent’ including the name of the Director and establishments (Managing Director, Magma Fin Corp Ltd) and the address (Magma House, 7th Floor, No. 24, Park Road, Kolkata - 700016)
* Since you have not sent a legal notice, enter the name of the advocate if you have an advocate to represent you.

**Step 5: Describe the Complaint:**

* Enter the following in the ‘Complaint’ Section - “I purchased a Honda Amaze car on 28/02/2019 for a total price of Rs 2,00,000 from a public auction conducted by Shah Automative. However, I have not been able to obtain registration for the same even after providing NOC to the RTO. I have sent a letter dated 16/04/2019 requesting registration but have not received any response from Shah Automative.”

**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 NOC, receipt of purchase, release letter, etc.

### **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.