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

User - I bought a Multicrop Thresher machine and it stopped working after 8 days due to a mechanical defect.

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 Serial No. is 469 of 2020 and I paid Rs 5,30,000 for the thresher.

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 K.B Engineering Ondipudur (P), Coimbatore, Tamil Nadu - 641016

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

User - Yes. The establishment refused to repair the defective machine. I also tried to repair the machine myself at my own expense and requested the establishment to send technicians for the same but the establishment denied this request. They told me to bring the machine to the establishment myself for repair and said they could not send technicians to my address.

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

User - Yes, I sent a notice on 09/10/2020 asking them to repair the defects in the thresher.

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 09.10.2020 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 Swamyshankar, my father’s name is Hanumanthegowda, and I live in Hulikal Siddapura village, Cassava Hobli, Arakalagadu Taluk, Hassan.

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

User - I want compensation of Rs 10,70,000 for all my expenses including the price of the thresher, spare parts, and compensation for the mental agony caused.

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

User - No

Consumer Grievance Assistance Chatbot - Thank you. Your total consideration would be Rs 10,70,000 (including compensation for deficiency of service and mental agony). Further, since you live in Hassan and the service centre is located in Tamil Nadu, 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/1IdNNWNbE8w3LZK6MK3oxIp1THspGHVe6Ray3nl87p6U/edit) (for your reference) and **draft** [**Complaint**](https://docs.google.com/document/d/1rSWE_dKJNXqOeRSzO2PtErIAJY_wCDaszFecRJsyVL0/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/1fPDbNMUVOB5j1tAc7GKDarSjaoABbTu6Xl_zd4KL_Mo/edit) and [**Memorandum of Parties**](https://docs.google.com/document/d/1ct0G30mCAvLqNqyEfGxU817UsjRteC1airtvW1ViCLs/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 10,70,000
* 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 (Swamyshankar), your address (Hulikal Siddapura village, Cassava Hobli, Arakalagadu Taluk, 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 establishment and the manager (The Proprietor, K.B Engineering) and the address (Ondipudur (P), Coimbatore, Tamil Nadu - 641016).
* 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 Multicrop Thresher for Rs 5,30,000 and it stopped working within 8 days. The establishment has refused to repair it and refused to send technicians when I tried to repair it at my own expense . 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 Multi Crop Thresher.

### **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.