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

User - I purchased Vamara tiles for my newly constructed house from an authorised dealer of Vamara tiles. However, while laying the tiles, I noticed that the colour of some of the tiles was different from what I had purchased. I have therefore not been given the same tiles that I had selected at the time of purchase.

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

User - I purchased the Vamara tiles worth Rs 1,17,000 on 25/02/2020 under invoice number 2860. The total purchase of all tiles including Amara tiles amounted to Rs 2,07,028.

Consumer Grievance Assistance Chatbot - Please provide the name and the location of the establishment where you purchased these tiles as well as the details of the manufacturer of these tiles.

User - I purchased the tiles from Shree Hassanamba Granites and Ceramics, located at Site No. 83/1, 83/2, Jayanagar, 1st Floor, Tejur Village Panchayat, Ring Road, Hassan. The Vamara tiles were manufactured at Varmara Vitrified Ceramics Dealers, located at Regional Office, No. 55/C-42/1, 2nd Floor, Syndicate Bank Upstairs, 40th Cross, 2nd Main, 8th Block, Jayanagara, Bangalore - 560 070

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

User - Yes, I informed the seller about the change in colour before laying the tiles. He assured me that it must be dust on the face of the tiles and that the Vamara tiles would look like the others once I washed them. I believed the seller and laid the tiles. However, after I washed the tiles, the colour of the Vamara tiles was noticeably different from the other tiles. I am very upset as everybody who has visited my new house has commented on them.

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

User - No

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service because the tiles are of a different colour from what you had selected at the time of purchase. Since you have contacted the establishment but have NOT issued a legal notice to the establishment, there are 3 further remedies available.

* Firstly, you can issue a legal notice to the establishment 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 establishment does not respond to your legal notice or refuses to provide any compensation, you can file a complaint before the specific District Consumer Redressal Forum that has jurisdiction in your case.
* Thirdly, 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 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 Vedamurthy L.N, and my father is Nagraj. I am 45 years old and reside at Sooru Nilaya, No. 494, Sadashivanagara, Hassan.

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

User - I want a replacement of the wrongly coloured tiles with new Vamara vitrified tiles. If this is not possible, I want a refund of Rs 3,27,500 as compensation for labour costs, deficiency of service and mental agony.

Consumer Grievance Assistance Chatbot - Thank you. Do you have documents such as bills, photos, etc which can be used as evidence?

User - Yes, I have a bill bearing No. 2860 showing I bought the Vamara tiles from the seller

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 2,07,028 in total for the tiles, your total consideration would be Rs 3,27,500 (including Rs 1,20,472 as compensation for labour costs, deficiency of service and mental agony). Further, you live in Hassan and the seller is also located in Hassan, while the manufacturer is located in Bangalore. Therefore you can file a complaint either in Hassan or in Bangalore. Where would you like to file the complaint?

User - I want to file 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/1Ay91Dk067ZkG9XJRLYWwZXmXEbAwf-4FAzj0hT1kvIs/edit) and the **draft** [**Complaint**](https://docs.google.com/document/d/1kb9HC4Fs3O_bGY9CY5SUNIAw4tWsWuZfTqnlRBp7TTE/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/1LP4t719OqW7a7jjLub3F4Fu3QIOIm-WczI-mFmanFfk/edit) and [**Memorandum of Parties**](https://docs.google.com/document/d/1wxKdrbLyGvsSYYYD-UzhhYoYPficC0MVguxWex0lDYI/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 3,27,500 (which includes 1,20,472 compensation for labour costs, 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 (Vedamaurthy L.N), your address (Sooru Nilaya, No. 494, Sadashivanagara, 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 (Manager, Shree Hassanamba Granites and Ceramics) and the address (Site No. 83/1, 83/2, Jayanagar, 1st Floor, Tejur Village Panchayat, Ring Road, Hassan.)
* Fill in details about the “Additional Respondent” including the name of the manager and the establishment (Manager, Varmara Vitrified Ceramics Dealers) and the address (Regional Office, No. 55/C-42/1, 2nd Floor, Syndicate Bank Upstairs, 40th Cross, 2nd Main, 8th Block, Jayanagara, Bangalore - 560 070).
* 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 Vamara tiles worth Rs 1,17,000 on 25/02/2020 for my newly constructed house from an authorised dealer of Vamara tiles. However, while laying the tiles, I noticed that the colour of some of the tiles was different from what I had purchased. I have therefore not been given the same tiles that I had selected at the time of purchase.”

**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 tiles.

### **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.