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

User - I bought a mobile phone, SIM cards, and accessories for the internet from Reliance Communication Infrastructure for my business (Umesh Enterprises). I have paid a deposit of Rs 25,000 for the same and I regularly buy the same items by paying the requisite cost. However, after 3 years of this arrangement, Reliance suffered losses and has not refunded my deposit amount nor have they paid my commission of Rs 40,000.

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

User - I deposited Rs 25,000 via DD no. 220264 in the name of RCIL Bangalore.

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

User - I purchased the phone, SIM cards, and internet accessories from Reliance Communication Infrastructure Ltd., located at AACCR7832C, ST001, “H” Block, DAKC, Thane-Belapur Road, Navi Mumbai - 400 710.

Consumer Grievance Assistance Chatbot - Have you contacted the establishment regarding this issue and attempted to resolve it directly with them?

User - Yes, I have contacted RCIL and requested them to refund my deposit and pay my commission but they have refused.

Consumer Grievance Assistance Chatbot - That must be very distressing. Have you initiated any legal action against the service centre?

User - Yes, I have sent a legal notice dated 31/03/2022 to RCIL Bangalore but it was returned with the endorsement that the addressee had left. However, the notice was delivered to their Mumbai office but I did not receive any reply.

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 31.03.2022 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, and your permanent address?

User - My full name is Umesha S.N. My father’s name is Nanjegowda, and I am 43 years old. I reside at Sanenahalli Post, Aarehalli Hobli, Belur Taluk, Hassan District - 573 115.

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

User - I want a refund of my deposit amounting to Rs 25,000 and payment of my commission amounting to Rs 40,000. I also want Rs 50,000 for the hardship caused and deficiency of service by RCIL.

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 copy of the DD no. 220264 in the name of RCIL Bangalore.

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 25,000 as deposit, and are also owed Rs. 40,000 as commission, your total consideration is Rs 1,15,000 (including Rs 50,000 as compensation for deficiency of service and mental agony). Further, since you live in Hassan and the establishment is located in Mumbai, you can choose to file a complaint either in Hassan or in Mumbai. Where would you like to file the complaint?

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 complaint letter?

User - Yes, please.

Consumer Grievance Assistance Chatbot - Here is the **draft** [**Notice**](https://docs.google.com/document/d/1Ii4Knk4qaBX_PsKQ6uRw1j65ivMNNWPDHKhl0SwGOKs/edit) and **draft** [**Complaint**](https://docs.google.com/document/d/1iZWW_BvZyjE6khc7N2_-MMuLDMbIXtXUEUmOoxjWhy0/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/1Gi54gOKqYTEcro8fcXl65XJTX5ASkqRVatUi_wg91vs/edit) and [**Memorandum of Parties**.](https://docs.google.com/document/d/12J8ZA8uSlLd4pPuEPFN-bEvGcCyAYzzUzmdpN6XqZ6o/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 1,15,000 (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 (Umesha S.N), your address (Sanenahalli Post, Aarehalli Hobli, Belur Taluk, Hassan District - 573 115), 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 manager (The Managing Director, Reliance Communication Infrastructure Ltd) and the address (AACCR7832C, ST001, “H” Block, DAKC, Thane-Belapur Road, Navi Mumbai - 400 710).
* 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 mobile phone, SIM cards and internet accessories from RCIL periodically. I paid Rs 25,000 as a deposit for the same. When RCIL shut down, they refused to pay my deposit or my commission of Rs 40,000, despite my repeated attempts at requesting them to pay the same. I subsequently sent them a legal notice 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 purchase of the equipment and proof of deposit.

### **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.