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

User - I recently bought a 6 year old house and decided to paint it with apex ultima protect base coat along with apex ultima protect top coat for the exterior of the house. I bought Asian paints from an authorised dealer called Maruthi Paints on 24/03/2022. However, despite having a 5 year warranty, the paint began to peel from the wall soon after the painting.

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 both the base and top coat Asian Paints at a total cost of Rs 74,009.

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

User - I purchased the paint from an authorised dealer of Asian paints called Maruthi Paints, located at Gandhi Bazar, Hassan - 573 201. The paints were manufactured by Asian Paints Ltd, located at Building no. 376, S,Y,335/2,4,5,6, Kalasthavadi Village, Kasaba Hobli, Mysore Taluk, Mysore - 570 033.

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

User - Yes, I informed the seller and the manufacturer about the paint peeling off the wall. A complaint was raised by the seller with the manufacturer based on my request for the same, bearing complaint no. 0505524914 dated 29/03/2022. Technical staff later visited my house on 30/03/2022 and inspected the peeling paint. However, the staff of the manufacturer said that necessary precautions were not taken before painting commenced. I am very upset as the seller and manufacturers have given me a substandard quality of paint.

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

User - Yes, I have sent a legal notice dated xx/yy/2022 and received a reply notice stating that necessary precautions had not been taken before painting the wall.

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service because the paint started peeling off within the 5 year warranty but the estblaishment did not take any action. Since you have contacted the establishment and have already issued a legal notice to the establishment, 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 - 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 Meena Kumari, and my husband is Ravish A.V. I am 57 years old and both my husband and I reside at 1st Cross, Vijay School Road, Chikkahonnenahalli Village, Hassan.

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

User - I want a refund of Rs 4,07,009 as compensation for the substandard paint, 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 an Asian paints box, the report of the Asian Paints staff visit dated 31/03/2022, an email I received from Asian Paints dated 31/03/2022, WhatsApp text messages I sent to Sri Tilak (Aisan Paints Representative) dated 01/04/2022, postal receipts, bills, vouchers, letter given by the contractor before and after using Asian Paints, and 2 C.Ds

Consumer Grievance Assistance Chatbot - Thank you. Since you have paid Rs 74,009 in total for the paint, your total consideration would be Rs 4,07,009 (including Rs 3,33,000 as compensation for 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 Mysore. Therefore you can file a complaint either in Hassan or in Mysore. 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/17jEcdNLRkZWg7fWKnIy7pdc2fPE-EBkyUBshrYkFIyk/edit) and the **draft** [**Complaint**](https://docs.google.com/document/d/1Hls6Yy-YVtW-fMT6yA3xCjSWe6PjuSNlciEpezUHh7c/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/1CmxgO64HMFjDOSFdjXf6N-6DGlb43ioxjCVDV59K5EU/edit) and [**Memorandum of Parties**](https://docs.google.com/document/d/1tUu_zCSjR28Cex629gyuB1Q-3K6hES0NNQSbNtS7vwo/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 4,07,009 (which includes Rs 3,33,000 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 (Meena Kumari), your address (1st Cross, Vijay School Road, Chikkahonnenahalli Village, 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 (Owner, Maruthi Paints) and the address (Gandhi Bazar, Hassan - 573 201)
* Fill in details about the “Additional Respondent” including the name of the manager and the establishment (Manager, Asian Paints Ltd) and the address (Building no. 376, S,Y,335/2,4,5,6, Kalasthavadi Village, Kasaba Hobli, Mysore Taluk, Mysore - 570 033.)
* 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 Asian Paints base and top coat to paint the wall of my 6 year old house. Even though the paint had 5 year warranty, it started peeling off soon after painting, within the warranty period. The manufacturer inspected the paint and informed me that proper precautions were not taken before printing the wall. I have been given substandard quality of paint and I am very upset.”

**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 paint, 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.

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### **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.