Consumer Grievance Assistance Chatbot: Hi! I am your consumer grievance assistance tool. Kindly let me know how I can help you.

User: Hi, I have a problem with a mobile phone I purchased recently.

Consumer Grievance Assistance Chatbot: Can you briefly explain what happened?

User: I bought a Motorola phone from Flipkart, but it was defective. They replaced it, but the new one was also defective. I took it for repairs multiple times, but the issue was never resolved

Consumer Grievance Assistance Chatbot: Okay, let me ask a few more questions to understand better. What is the model of your phone?

User: The model is FSNMOBENQATHQTKG7AVWID-WD 89732 & IMEI/SR.NO.358218071570762. It is a Moto M grey colour 64GB

Consumer Grievance Assistance Chatbot: Okay. When did you purchase the phone initially and when did you receive it?

User: I ordered it on 17/03/2017 and received it on 26/03/2017.

Consumer Grievance Assistance Chatbot: How much did you pay for the phone?

User: Rs. 17,999/- including taxes.

Consumer Grievance Assistance Chatbot: When did you send it for replacement and when did you receive the replaced phone?

User: I made a complaint for replacement on 26/03/2017 and I got the replacement on 29/03/2017.

Consumer Grievance Assistance Chatbot: Did you try contacting the seller (Flipkart) or the manufacturer (Motorola) about the defective replacement?

User: Yes, I complained to them, and they asked me to take it to their authorized service center for repairs.

Consumer Grievance Assistance Chatbot: How many times did you have to give the phone for repairs, and for how long did the service center keep it?

User: I had to give it for repairs multiple times within a few weeks of purchase. The service center kept it for 3-4 months, but the issue was never resolved.

Consumer Grievance Assistance Chatbot: I see. Based on the details you've provided, you have a valid case for seeking a refund and compensation under consumer protection laws. Are you considering mediation or alternative dispute resolution methods before taking legal action against the seller or dealership?

User: What is that?

Consumer Grievance Assistance Chatbot: Mediation is like a way to solve problems without going to court. In mediation, there are neutral people called mediators who help both sides talk and find a solution everyone agrees on. The Consumer Court can suggest mediation. But for this to happen, both sides must say yes to mediation. The process is similar to what I explained earlier, but in this case, the court picks the mediators. If everyone doesn't agree on a solution during mediation, then the case goes back to court for a decision. It is your choice as to what method you want to pursue.

User: What are my other options?

Consumer Grievance Assistance Chatbot: You can file a complaint before the Consumer Forum that has jurisdiction to hear your case. You can contact the [Gujarat Helpline](https://consumeraffairs.nic.in/consumer-corner/state-consumer-help-line) as well to lodge the complaint. This is their number: 1800-233-0222.

User: How do I go directly to court?

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you would have to send a notice to Flipkart, Motorola, and the service centre. If you do not receive a satisfactory response, or if you do not receive a response from them at all, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes. Draft a legal notice for me.

Consumer Grievance Assistance Chatbot: In that case, I would require additional details such as your full name and address, the full name and address of Flipkart, Motorola, and the service centre.

User: My name is Vayuma Kalpeshbhai Shah. I live in A/4, Hari Om tenament, Vaghodia Road, near Vallabhnagar, Vadodara. Flipkart’s address is Vaishnavi Summit, No. 6/B 7th main 80 ft road, 3rd block, Koramangala Bangalore. Motorola’s address is 415/2 Mahrauli-Gurgaon Road, Sector 14, near Maharana Pratap chowk, Gurgaon Haryana 122001. The address of AV Technology (service centre) is 108, saffron tower, fatehgunj,Vadodara.

Consumer Grievance Assistance Chatbot: Thank you. I shall request a compensation of Rs. 17,999/- for the mobile phone with interest at the rate of 18% per annum along with Rs. 30,000/- as compensation for mental agony, and other costs incurred. Is this okay?

User: Yes. What should I do next?

Consumer Grievance Assistance Chatbot: Do you want to send the notice physically or via email? If you want to send it via email, please provide me with the email ID that can be used by Flipkart, Motorola, and the service centre if they want to send a reply.

User: I will send it via email. This is the email ID of all of them: \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1murBXdLcEFyJM6s09x829y3e5pGL3rmimqoJ5QChZb8/edit) here. Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also mention the date in the notice before you send it. If you don't receive a satisfactory response or if you don't receive a response within fifteen days, you can initiate legal action by filing a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint?

User: Yes.

Consumer Grievance Assistance Chatbot: First, we have to determine which consumer forum has the jurisdiction to hear your case. The court can be identified on the basis of the location where either Flipkart, Motorola, the service centre or any of its branches are situated, or where you are residing or working. Since you are situated in Vadodara, would you like to file the case at Vadodara?

User: Yes

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint that you can use? You will need to upload all relevant documents like proof of purchase, proof of damage, attempt to solve the problem, official communication from Flipkart, Motorola, and the service centre here.

User: Okay

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1L5FVEqDiuJzItD2mt1KSiXmprBA-A2gaJSksQvDZi9E/edit) here. Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”. Do you want me to provide you with the pre-filled versions of the same?

User: Yes please

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/1Vm61TpW1a-Qq5dCJDKg_2fLQdsQUM1d1Bub9avqwNdY/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1FV1ALfUPkHXOqF7TJ7_WrdS-YXJPZAv7QxjX95QYDf8/edit) here. You must fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. After this, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

User: Yes

Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:

1. Create an account on E-daakhil.
2. Verify your email address and login
3. Go to “Consumer Complaint” and accept the terms and conditions by clicking the “accept” button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click “Consumer Complaint” and enter the claim amount that you are seeking.
5. Select Gujarat as the State and Vadodara as the district. Click continue to proceed to the “Case Details” page.
6. On the “Case Details” page, enter all the necessary details and in case of any queries, please let me know.
7. In the “Party Name” section, enter “Flipkart Internet Private Limited”, “Motorola Mobile Manufacturing Company” and the name of the service centre. In the “Advocate” Section, enter the details of your advocate and if you do not have an advocate, you can leave it blank.
8. In the “Complaint Section”, you can provide the following as your complaint:-

“The Complainant bought a phone through Flipkart that was defective. The consumer sought multiple replacements of the same, which were also defective. The consumer seeks compensation of Rs. 17,999/- with interest at the rate of 18% per annum and Rs. 30,000/- as compensation for mental agony and other costs incurred.”

1. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

User: Got it. 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.