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 car I purchased.

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

User: I bought a Skoda Octavia from Torque Automotive, but it had several issues. The car eventually stopped working, and now they are refusing to replace a defective part under warranty.

Consumer Grievance Assistance Chatbot: Okay. What is the exact model of your car and when did you purchase it?

User: It is a Skoda Octavia Ambience petrol version. I purchased it on 11/09/2002.

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

User: Rs. 10,50,000/-.

Consumer Grievance Assistance Chatbot: Okay. When did you start experiencing issues with the car?

User: On 19/05/2012, the car didn’t start and had to be towed to Torque Automotive's workshop. They delayed the repairs and charged Rs. 27,000/-. Then, on 19/07/2012, they said the Engine Control Module (ECM) needed replacement at a cost of Rs. 1,70,000/-. Despite my protests, they didn’t replace it under warranty, and the car has been unrepaired at their workshop since then.

Consumer Grievance Assistance Chatbot: Did you try contacting the seller (Torque Automotive) or the manufacturer (Skoda Auto India) about the defective replacement?

User: Yes, I sent several letters and emails to them, but they didn’t reply.

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: No. 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 the opposite party. 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 all the opposite parties.

User: My name is Dr. Mahesh Thakar. I live in 46, Hastinapur Society, Karelibaug, Vadodara – 390 018. Torque Automotive Pvt. Ltd. is opp. Fertilizer Gate, NH 8, Chhani, Vadodara - 391750. Shri Kurenbhai Amin, the Chief Executive Officer/Managing Director Torque Automotive Pvt. Ltd. and Shri Kurenbhai Amin, Chief Executive Officer/Managing Director Tanjan Motors Pvt. Ltd. both have the same address. Skoda Auto India Pvt. Ltd. is located in A-1/1, M.I.D.C. Five Star Industrial Area, Shendra, Aurangabad - 431201.

Consumer Grievance Assistance Chatbot: Okay. What compensation are you seeking?

User: I am seeking a refund of the full cost of the car, Rs. 10,50,000/-, along with interest from the date of payment, Rs. 2,00,000/- for unnecessary repair costs, and Rs. 2,97,000/- for mental agony and legal costs if I do not get a response.

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 the opposite parties if they want to send a reply.

User: I will send it physically.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1QwGB2y8xqXn9A8EQt-Qxdb5GX81_KJas8DLdLok-IdE/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 any of the opponent parties 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 Torque Automotive P. Ltd. and Skoda Auto India P. Ltd. here.

User: Okay

Consumer Grievance Assistance Chatbot: Do you have any evidence to support your claim, such as receipts, service records, or communication with the company?

User: Yes, I have various documents including the publicity leaflet by Skoda, demand draft copy of the sale price, sales invoice, roadworthiness certificate, owner manual, service records, payment statements, invoices and receipts for the repairs, repair estimates, my letters and emails, and the legal notice.

Consumer Grievance Assistance Chatbot: Thank you for providing all the details. You can access the pre-filled [complaint](https://docs.google.com/document/d/1aB7ISofv6uE6f7KA2TsazfsuAKrLJ8joHIMb6W3GEwg/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/1MqPPbiCJFyfXOEnpj3vtyiRG_DNKEmu22Icr9N74ADQ/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1iuLRoblXbcQ_eh45VXMN1dAnHVt6iwmnrnsBXaWwb2w/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 “Torque Automotive Pvt. Ltd.” and “Skoda Auto India Pvt. Ltd.”. 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 purchased a car from the Opponent Party, which developed significant issues, including a defective Engine Control Module (ECM), and the company refused to replace the part under warranty. The Complainant claims a refund of Rs. 10,50,000/- for the car, along with repair costs, and compensation for mental agony and legal expenses.”

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.