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

User: I purchased the Dr Trust Fully Automatic Blood Sugar Testing Glucometer Machine with 10 Strips for home use by my father, who is diabetic, and his medication was being given accordingly. But I found it to be showing significantly higher blood sugar readings (approx. 38 mg – 65mg discrepancy) as compared to a laboratory test report. I asked the company to replace it, but even after the third replacement, these discrepancies remained.

Consumer Grievance Assistance Chatbot: That sounds distressing. Can you tell me about your transactions with the company?

User: On July 9, 2021, I informed the Dr. Trust customer service representative, and sent all necessary documentation and a video clip to their official Whatsapp number. On July 20, 2021, after a review of the initial information, their technical official instructed me to courier the machine to their service center on the condition that I pay one-way courier charges. On July 22, 2021 I couriered the machine and on July 28, 2021, the company decided to replace the existing faulty machine with a new machine that I received on August 9, 2021. But on August 10, 2021, the test was again faulty and they asked me to switch it to AC mode instead of general mode. But then that also didn’t work, so I got the second replacement on September 9, 2021. I found out on January 11, 2022 that this had similar issues, so the company decided on January 14, 2022 to replace the second machine with a new machine; it was picked up on January 18, 2022 and on February 5, 2022 I got the third replacement. But on February 6, 2022, the result was still incorrect, and the company instructed that the test be performed in General Mode. On February 9, 2022, I tried it on General Mode and it was still not accurate, so on February 10, 2022 they told me that the product works for home purpose and the results with the lab test will vary. When I haplessly asked to what extent it would vary, the company didn't share the details, and my refund request was also not processed.

Consumer Grievance Assistance Chatbot: I’m sorry to hear that your attempts to address it with the company were unsuccessful. You can file a formal legal notice against them.

User: I’d like to do that, can you help?

Consumer Grievance Assistance Chatbot: I can. Please give me your name and address, as well as that of the company.

User: My name is Shri Kiran B. Mangale Resident of Yashodan, YSF-05, B-Wing, 2nd Floor, Varkhandem, Ponda-Goa. 403401 and the company is M/s. Nureca Private Limited. Plot No. 110, Industrial Area. Phase 1, Chandigarh, Chandigarh, 160002.

Consumer Grievance Assistance Chatbot: Got it, and here’s your [notice](https://docs.google.com/document/d/1vC7M17Qmbz0PpT_QuE8WdiNJBnIs6QHhzcaYDX5D3i4/edit). Is there anything else I can help you with?

User: Thank you! Can I also take them to court?

Consumer Grievance Assistance Chatbot: Yes you can. After sending this notice you can proceed with filing a consumer complaint. Should I give you more information regarding the next steps?

User: Yes, please!

Consumer Grievance Assistance Chatbot: What remedy would you like through your complaint?

User: I’d like to be refunded the cost of the Glucometer ₹899/- along with 18% interest; compensation of ₹ 98,101/- towards the physical strain and mental agony we have suffered, and Rs. 1,000/- towards cost of going to court.

Consumer Grievance Assistance Chatbot: That sounds reasonable. Do you have any evidence of your transactions?

User: I have the original invoice, the label, my WhatsApp conversations with the company, and the lab tests indicating the discrepancy.

Consumer Grievance Assistance Chatbot: That would work. Since the total amount you paid for the service is Rs. 899 as consideration, the complaint will be filed in a District Commission. You, as the complainant, live in South Goa and the respondent company is headquartered in Chandigarh. You can sue in either district.

User: I’d like to sue where I live, in South Goa.

Consumer Grievance Assistance Chatbot: Below is the process of filing a consumer complaint before the South Goa District Consumer Disputes Redressal Commission for the above dispute through the e-Daakhil portal:

1. Create an Account: If not already registered, create an account on the e-Daakhil portal.

2. Email Verification: Verify your email address by clicking the link sent to your registered email. Then:

3. Login: Use your credentials to login to the portal.

4. Start New Case: Click on 'File a New Case' from the Filing dropdown menu to initiate your complaint.

5. Click consumer complaint.

6. Read the disclaimer and click “accept”.

7. Click consumer complaint.

8. Enter the amount you are seeking as compensation in the claim amount.

9. Select Goa as the state and South Goa as the district. Click continue.

10. You will now land on the Case details page. Enter your name, your address, and your mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.

11. Enter M/s. Nureca Private Limited, in the Opposite party name section and . Plot No. 110, Industrial Area. Phase 1, Chandigarh, Chandigarh, 160002 in the opposite party address section. Select the state and district of the registered address.

12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.

13. In the Complaint section, write the following:

“Despite multiple replacements, my Dr. Trust glucometer is still not recording correct glucose levels. I want a refund on my money.”

14. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name, and the opposite party, click save and continue.

15. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

16. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

17. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Do you also want me to draft a complaint letter for you?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure! Here is the pre-filled [complaint](https://docs.google.com/document/d/1OdBo11ih_3hxQ8A9RRny2afELSdk9umvIeEpVXKlIIY/edit) based on the information you’ve given me. Once downloaded, fill in all blank details, review and sign the complaint and verification before a notary public. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. You also need to submit an affidavit and a memo of parties. Shall I generate the same?

User: Yes.

Consumer Grievance Assistance Chatbot: Sure. You can find the [affidavit](https://docs.google.com/document/d/1EDSumd0gNe9ihXMEbvYBR-JDETNWjzH5eB76dG_30kY/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/12gU-g28LJTgzVbcCyJANE2uDvkir-O0MjcQVcBd8Ncg/edit) here. Please print and verify the names and addresses on the memorandum of parties. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both documents should be scanned and uploaded to the e-daakhil portal. Do you have any other questions or is there more information you'd like?

User: No, that’s it.

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.