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

User: I purchased a Micro Star International Co. laptop, the MSI GV Series Core i7 8th Gen (16 GB/1 T8 HDO/128 G8 SSD/Windows 10 Home/ 6GB Graphics) GV62 8RE-050IN) Gaming Laptop with a two-year warranty for Rs. 89,990/- through Flipkart on 11 October 2018. There were issues with the laptop's HDD, panel, and audio jack in July 2019, so I sent it to the Bangalore service station, but they persisted and I couldn’t send it for servicing because I was abroad. Then after the lockdown I sent it to the service station in Mapusa, but even they couldn’t fix it, so I asked for a proper replacement as I could not keep sending the laptop for repairs.

Consumer Grievance Assistance Chatbot: That sounds harrowing. Can you give me more detail about the interactions with the service centre?

User: I first sent it to Bangalore on 20/07/2019, and it was returned on 06/08/2019, after repairs were made under warranty. I then had to go to UK and then Kuwait for a job search and encountered the same issues with the laptop, as well as heating issues and software malfunction. When I returned, after the lockdown I gave it to the service centre in Mapusa, in Goa on 01/08/ 2020, and returned on 26/10/2020, but it wasn’t fixed and I sent it back on 04/11/2020. On 04/12/ 2020, I refused to pick up the laptop from the service centre and asked for a replacement.

Consumer Grievance Assistance Chatbot: What was their response?

User: My father was in contact with the company's Manager, Mr. Ravi Sharma, regarding the issue and he asked us to contact Mr. Sandeep Singh, who promised to replace the laptop. But Sandeep said the replacement would not be a box piece, but an opened laptop with a limited warranty period. He didn’t even tell me the company’s address. I want to get a proper box piece.

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 Aaron Pereira. Son of Eveta Pereira, Aged 23 years. Resident of H. No. 451, Caramorad, Chinchinim, P.O. Dramapur, Salcete, Goa. The company’s address is Micro Star Int'l Co., represented by their Manager, Mr. Ravi Sharma.

Consumer Grievance Assistance Chatbot: Got it. Here’s your notice with the required details.

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

Consumer Grievance Assistance Chatbot: Yes you can. After sending this [notice](https://docs.google.com/document/d/1EEEBPFSA-bTgVD5CQkCcxUGU2rU3_22nRF6pfG34UtA/edit) 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 want either a new piece or the cost of my laptop back, the 15,000 I spent on travel to Bangalore to be refunded, and ₹ 1,00,000/- as compensation for the physical, financial and mental agony undergone,

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

User: I have my email conversations with the company.

Consumer Grievance Assistance Chatbot: That would work. Since the total amount you paid for the laptop is Rs. 89,990 as consideration, the complaint will be filed in a District Commission. 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 Micro Star International Co., in the Opposite party name section and Micro Star Int'l Co., Represented herein by their Manager, Mr. Ravi Sharma

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:

“The gaming laptop I bought from Micro Star was faulty and I want a replacement.”

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/1yPonCaYeYjKe5eWaqb_1zw-KmnKV9fotCCis_FZlhE4/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/1OaasYQOLeZb8BvWEfAjwikIq9Gmqs5wojzG0m4g0xK0/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/13tBRGAyVI5x3bBkX2PqXEJ-yGzGraMKM3mTR8nMivAA/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.