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

User: My solar power system isn’t properly installed and they overcharged me for it.

Consumer Grievance Assistance Chatbot: Hi, I understand you have a consumer complaint related to a solar power system. Could you please provide me with details of when you purchased the product?

User: I placed an order for purchase on November 19, 2019.

Consumer Grievance Assistance Chatbot: Where did you purchase the product from?

User: I purchased it from Rainbow Solar Power solutions and automation, based on their printed advertisement.

Consumer Grievance Assistance Chatbot: Got it. Could you give me the details of your payment, such as the amount and any other details of your transaction?

User: I made three payments, of a total of Rs. 7,23,000. First payment was of Rs. 5,90,000/- by cheque no. 000010 dated 20/11/2019, which was drawn on RBL Bank Margao. Second payment of Rs. 1,18,000/- was made by RTGS with UTR no. CBIN 19339042867 on 5/12/2019 and third payment of Rs. 15,000/- was made by cash voucher dated 26/12/2019.

Consumer Grievance Assistance Chatbot: Got it, thank you! What were the assurances that Rainbow Solar Power gave you about their product?

User: I bought the product based on its advertisement claiming that one-time investment in the solar power system could provide lifetime free electricity, zero electricity bill, and periodic payment for life. When I emailed the company they further added that they were only taking a 10% profit margin, but I later found out that they had quoted inflated and false prices, based on the prices of other components online and my emails with the manufacturer, Ksolare Energy Pvt. Ltd.

Consumer Grievance Assistance Chatbot: Okay. So I see that you have two complaints: the overpricing of the equipment and the lack of proper installation. Can you elaborate on the installation issues?

User: The installer connected the system to the grid without providing any safety instructions, and I have been told that this led to backfeeding from the solar plant during grid outages. They did not provide any training, operating manual, or component manuals, ultimately abandoning the product.

Consumer Grievance Assistance Chatbot: This sounds very distressing. Can you tell me about your attempts to resolve this with Rainbow Solar Power?

User: I emailed the manufacturer on 18/01/2020 and found that the prices had been inflated by the distributor, but when I emailed Rainbow on 20/01/2020 asking for a refund of the excess as well as documentation such as warranty cards and GST paid bills for the components, it was dismissed. On 10/02/2020, they threatened to recover the outstanding amount with 18% interest, and withhold various documents: the tax invoice, copy of the PPA signed with the electricity department, guarantees, warranties, service-related issues, and subsidy formalities. This was all in 2020, and when my inverter burnt out in May that year, Ksolare responded on 01/07/2020, stating that they would replace the inverter after the lockdown. I have been suspecting that the manufacturer and distributor were colluding.

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: I am Udaysingh W. Ranesardessai, i live in Jyotirmai, A-12, Padmanarayan Estate, Near Matt, Gogol, Fatorda, 403602. My phone number is 9970408291. The company’s address, through its CEO Dilip Nayak, is 105, The Court by Crossroads, Near Arlem 4 road junction, Fatorda Goa 403602.

Consumer Grievance Assistance Chatbot: Got it. Here’s your [notice](https://docs.google.com/document/d/12TwzzQZ8etHrpwi3Ju8zbTA_RafMkjwoMsQwGds6Ui4/edit) 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 you can proceed with filing a consumer complaint if you do not receive a satisfactory response within 15 days. Should I give you more information regarding the next steps?

User: Yes.

Consumer Grievance Assistance Chatbot: Can you specify the relief you are seeking in your complaint against Rainbow Solar Power?

User: I’d like to be refunded a sum of Rs.8,04,813 for my expenditures towards the plant, as well as of Rs.23,207 towards electricity bills incurred so far; maybe also reimbursement for any subsequent bills I incur till they remove the plant from my premises. Apart from this, given the risk I have incurred as a result of faulty electricity, I’d like to be compensated for malicious mental injuries.

Consumer Grievance Assistance Chatbot: Thank you for sharing these details. To move forward, do you have any supporting documents related to your gas connection application, payment, or interactions with Rainbow Solar Power?

User: Yes, I have all the relevant documents, including the original advertisement, and emails.

Consumer Grievance Assistance Chatbot: Great. Before we proceed, could you provide a brief overview of the mental distress or inconvenience caused by this issue?

User: The non-installation of the plant has been harmful to me as it has caused a great deal of worry over the money I spent on it. Further, I was deeply shaken by the company’s additional financial threats. I’ve also had to live in a situation of potentially risky electrical wiring, which has caused me a lot of anxiety.

Consumer Grievance Assistance Chatbot: Thank you for sharing your grievances. We aim to address these concerns. Considering the circumstances, we propose a compensation amount of Rs. 15 lakh to cover financial and emotional losses incurred due to the inadequate resolution. How does this sound to you?

User: Could I get a bit more, say 22 lakh?

Consumer Grievance Assistance Chatbot: Alright. We will include this proposed compensation amount in the resolution process. Additionally, we can explore mediation or alternative dispute resolution methods before considering legal action against Rainbow Solar Power. Would you like more information on mediation?

User: No, I want to go to court.

Consumer Grievance Assistance Chatbot: Certainly. To file a complaint, we first need to determine which consumer forum has jurisdiction. Since both you and the company are in Fatorda, South Goa, the South Goa district consumer forum is suitable. Does this work for you?

User: Yes, that's fine. What's the next step?

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint for you? You'll need to upload relevant documents such as the application, payment receipt, legal notice, and response received from Rainbow Solar Power.

User: Yes, please provide a pre-filled complaint.

Consumer Grievance Assistance Chatbot: You can access the pre-filled [complaint](https://docs.google.com/document/d/1ppmeOL47o3CgYfL__ZvhqX-Az-O1urAA85V-cpcoioc/edit) here. Fill in the necessary details such as the date and your signature. Additionally, you must submit two other documents: an affidavit and a document called the “Memorandum of Parties.” Would you like pre-filled templates for these documents?

User: Yes, thank you!

Consumer Grievance Assistance Chatbot: You’re welcome! Here’s your [affidavit](https://docs.google.com/document/d/1Bqi36OiI7dTB2IWS8CDyYVmVBnzD_7usbTpQPzIRfq4/edit) and here’s your [memorandum of parties](https://docs.google.com/document/d/1t7xGA9viPkuwhXbkjL8Mi3A6yhyXmwk6k2uQgIQIPCM/edit). Would you like me to generate a checklist to outline the process for you?

User: Yes, thank you. What site do I go to?

Consumer Grievance Assistance Chatbot: You’ll need to file it at <https://edaakhil.nic.in/edaakhil/>; shall I run you through the process of filing a consumer complaint?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay, here’s a checklist that can help you.

1. If you already have an account, you can skip to step 5. Otherwise, continue reading.
2. Create your account on e-Daakhil. You’ll need a valid email ID and PDF copies of identity proof; this could be your Aadhaar card, driver’s license, voter ID, ration card or any other government-issued identification.
3. Go to the Consumer/Advocate Section on the top bar of the site and click ‘Registration.’ Fill in the form with all the necessary details, and after you submit, you will get a one time password (OTP) on your mobile number.
4. To activate your account, go to the Consumer/Advocate Section again and click ‘Verify Account with OTP.’ Enter your email ID and the OTP, and you will get an activation link in your email inbox. Click on that to activate your account.
5. Log into the portal using your registered email ID and credentials.
6. Start a new case by clicking on 'File a New Case' from the Filing dropdown menu to initiate your complaint.
7. Click on ‘Consumer Complaint,’ read and accept the disclaimer.
8. Enter the pre-details of the claim amount and place. Enter 30,28,020 as the claim amount, and select Goa as the state and South Goa as the district. Click continue.
9. 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.
10. You can click on the checkboxes for complainant advocate to enter your advocate’s details, if you have an advocate.
11. Remember to save your draft and click on next tab every time.
12. In the Complaint section, write the following: “The complainant purchased a solar power plant from Rainbow Solar Power, which was overpriced and for which proper installation and maintenance has not been provided.”
13. Enter Rainbow Solar Power as the Opposite Party. Enter their address in the opposite party address section, and select the state and district of this address.
14. On the next page, you will need to upload four documents: the index, list of dates and events leading up to you filing this complaint, a memorandum of parties, and a complaint as affidavit. You will also need to submit any other evidence you intend to rely on, and any response you have received from the company.
15. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.
16. You can pay the fees for your complaint on the pending complaints page.

Let me know if you have any other questions or need any other information.

User: Thank you very much, this is very detailed!

Consumer Grievance Assistance Chatbot: You’re welcome! Do you have any other questions or is there any more information you’d like?

User: No, that’s all for now.

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.