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

User: My Havells air-conditioning is defective and did not provide satisfactory cooling. I want to get a refund and compensation.

Consumer Grievance Assistance Chatbot: I’m sorry to hear about that. Could you please provide me with details of when you purchased the product?

User: I bought the units on 15-10-2021 and they were installed by company representatives the next day.

Consumer Grievance Assistance Chatbot: When did you come to know they were faulty?

User: I reported the issue to the company’s service provider and the dealer in the first week of November 202, but despite multiple visits from service engineers and technicians, the cooling issue remained unresolved, and no satisfactory explanation was given. The service report indicated a minimum room temperature of 25.5 degrees Celsius after running the units for nearly 45 minutes to an hour in cool mode. The engineers assured that they would escalate the matter to their senior engineers. However, months went by and each visit by new technicians or service engineers failed to resolve the cooling problem.

Consumer Grievance Assistance Chatbot: I’m sorry, that sounds exhausting. I’m here to help you resolve it. Could you give me the details of your payment, such as the amount and any other details of your transaction?

User: I purchased two Air Conditioners (LLOYD SAC 1.5-TON-LS18B32EPB2) along with two Stabilizers (SYSCOM 4KVA SE 400 M) for an amount of Rs 66,000/- via Invoice No: ESNV:21- 22:0845 from E-Solutions in Margao, which were manufactured by Havells.

Consumer Grievance Assistance Chatbot: Got it, thank you! Can you tell me about your attempts to resolve the issues with your air-conditioner?

User: On 21-04-2022, I emailed Havells’ customer care, but they didn’t reply. I then emailed again on 10-05-2022, providing further details and feedback received from site engineers and technicians, but once again received no response.

Consumer Grievance Assistance Chatbot: Got it. You have the option to send them a formal legal notice now, and if they don’t respond within 15 days you can proceed to file a complaint with the consumer court.

User: I’d like to send them a notice for now.

Consumer Grievance Assistance Chatbot: Got it, shall I draft that for you?

User: Yes, please!

Consumer Grievance Assistance Chatbot: I’ll need your name and address, as well as the name and address of Havells.

User: My name is Pranesh Prakash Shet Dessai and my residence is H. No. 44/A, Nainem, Culwado, Cuncolim, Salcete, South Goa. I’d like to serve the notice on Havells India Limited, Reg. Off. 904, Surya Kiran Building, K.G. Marg., New Delhi 110 019.

Consumer Grievance Assistance Chatbot: Here’s your [notice](https://docs.google.com/document/d/17ydkhaYRhu0F0xGG2JROkWjXCuEYU7dND1lJwy1UA1Y/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 want the cost of Rs. 66,000 that I paid to be refunded, plus compensation of Rs 20,000/- for the mental agony, inconvenience, and hardship caused.

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

User: I have the tax invoice, WhatsApp chats and the service reports.

Consumer Grievance Assistance Chatbot: That would work. Since the total amount you paid for the service is Rs. 66,000 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 New Delhi. 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 Havells India Limited, in the Opposite party name section and Reg. Off. 904, Surya Kiran Building, K.G. Marg., New Delhi 110 019 (INDIA) 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:

“My Havells air-conditioning is defective and did not provide satisfactory cooling. I want to get a refund and compensation.”

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/1Mn__WXeiK-gOqaitasyDNKqepYUGrlMpSHvG1QDe2Cc/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/1HurdUOPcJx_zKsoZaR1QP5US8aEsIE5b26CWY2o7PE4/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1QcGjohgWNh1p7otVmPurSG3T-6On7C-5ZuGETWyINtY/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.