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

User: I am Mohinder Singh. Royal Enfield is troubling me a lot

Consumer Grievance Assistance Chatbot: Hello Mohinder Singh! I'm here to assist you with the issues you're facing concerning your Royal Enfield motor cycle. Can you please provide more details about the problem you encountered?

User: Hello, I purchased a Royal Enfield motor cycle, Model Classic 350 Silver, on 23.8.2018, through CSD Canteen for Rs.1,42,100/-. The payment was made through a cheque for Rs.1,37,100/- and Rs.5000/- in cash as an advance. On 16.3.2019, while I was traveling with my grandson, the motor cycle suddenly stopped near Atlas Cycle Factory, and I couldn't restart it. I reported the issue to Royal Enfield (OP) telephonically, and they asked me to bring the vehicle to their workshop.

Consumer Grievance Assistance Chatbot: Thank you for sharing that information, Mohinder. What happened after you took the motor cycle to the Royal Enfield workshop?

User: The mechanic at the Royal Enfield workshop identified faults like Air filter, element & Harnessmain (especially a fault in the Coil), Classic Ammeter, bulb, chain lube, and cleaner Kit. I informed them that the vehicle was still under warranty, as I purchased it on 23.8.2018. However, Royal Enfield refused to repair it under warranty and provided an estimate of Rs.3896/- for the repair, which I paid in cash.

Consumer Grievance Assistance Chatbot: I see. What occurred after the repair, and did the issue get resolved?

User: Unfortunately, on the same day near Chhotu Ram Chowk, the motor cycle became faulty again. I reported the matter to Royal Enfield, and they asked me to come the next day. Another mechanic at M/s Pardeep Bullet House found a fuse fault and mentioned that the replaced parts by Royal Enfield were in working condition. Royal Enfield assured a refund of Rs.3896/- after deducting labor charges but refused when I visited their office on 19.3.2019.

Consumer Grievance Assistance Chatbot: Thank you for clarifying. Could you provide more details about the mechanic fitting a used part, specifically the air filter, during the repair on 16.3.2019?

User: Yes, the mechanic at Royal Enfield workshop fitted a used air filter while repairing the motor cycle on 16.3.2019.

Consumer Grievance Assistance Chatbot: I appreciate the information. To better assist you, could you share the specific actions or remedies you are seeking in this complaint?

User: Certainly. I am filing this complaint to request Royal Enfield to refund the amount of Rs.3896/- along with interest and compensation for the mental agony, pain, harassment, and financial loss I've experienced.

Consumer Grievance Assistance Chatbot: Given the circumstances, would you be open to exploring mediation or alternative dispute resolution methods before considering legal action against Grewal Paints and Asian Paints?

User: Yes, I am open to mediation if it helps in resolving the issue efficiently.

Consumer Grievance Assistance Chatbot: Mediation can be a beneficial step in finding a mutually agreeable solution without going to court. If both parties agree, mediators can assist in the resolution process. However, if mediation doesn't lead to a satisfactory outcome, legal action can still be considered. What are your thoughts on this?

User: I am not willing to explore mediation first. I want legal action directly

Consumer Grievance Assistance Chatbot: Thank you for providing those details, Mohinder. I will now prepare a legal notice based on the information you've shared. Once ready, I'll share it with you for your review. Is that acceptable to you?

User: Yes, that works for me.

Consumer Grievance Assistance Chatbot: Thank you for your patience, Mohinder. I have prepared a legal notice based on the details you've provided. You can review and download the legal notice [here](https://docs.google.com/document/d/1U4wRZFzvTcKupOz2aDh7CuZy_M6ykD0kczwqahprXHg/edit). Please ensure to print, sign, and send it to Royal Enfield.

If you don't receive a satisfactory response within 15 days, we can discuss the next steps. Would you like guidance on filing a complaint with the consumer forum?

User: Yes, please guide me on filing the complaint.

Consumer Grievance Assistance Chatbot: Certainly. Before we proceed, do you have any evidence or documents related to the communication with Royal Enfield, such as emails, messages, or records of the repair estimate and payment?

User: Yes, I have some emails and messages related to our communication, as well as the repair estimate and payment receipt.

Consumer Grievance Assistance Chatbot: Excellent. I will prepare a pre-filled complaint for you to file with the consumer forum. You can access it [here](https://docs.google.com/document/d/1Uiju0ZVtdm8UXzocz3OghVDt-6qhrEp8lIg4aQVwZD0/edit). Please fill in the necessary details, and don't forget to attach the legal notice and any relevant communication records.

Once you have all the documents ready, I can guide you through the process of filing the complaint on the consumer forum's portal. Would you like assistance with that?

User: Yes, please guide me on filing the complaint.

Consumer Grievance Assistance Chatbot: Perfect! Here are the steps to file the complaint:

1. Visit the e-daakhil portal at<https://edaakhil.gov.in/>.
2. Create an account by registering with your email address.
3. Verify your email and log in to your account.
4. On the dashboard, select "Consumer Complaint" and agree to the terms and conditions.
5. Enter the claim amount. For this case, considering the repair cost and inconvenience, we recommend a compensation amount of Rs. 10,000.
6. Choose your State and District.
7. In the "Case Details" section, provide accurate information about your case.
8. In the "Party Name" section, enter "Royal Enfield" as the opposite party (OP).
9. In the "Advocate" section, you can leave it blank if you don't have an advocate.
10. In the "Complaint Section," describe your grievances in detail. You can use a statement like "Royal Enfield charged me Rs.3896/- for unnecessary repairs and refused to honor the warranty, causing mental agony and financial loss. The compensation sought is Rs. 10,000, covering the repair costs and inconvenience caused by their deficient services."
11. Fill in other details and upload the scanned copies of your filled Complaint, legal notice, and supporting documents.
12. Verify the details and submit your complaint.

After submitting, you will be directed to the "Pending Complaints" page. Pay the necessary fees on this page. Remember to keep a copy of the filed complaint for your records. You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay, you can find the memorandum [here](https://docs.google.com/document/d/12G6SnMJNqaKvh8lXM3fmrW_Ds60RarmMhQSR-LrIt10/edit?usp=sharing) and the affidavit [here](https://docs.google.com/document/d/1Gsc6m27S-xOkfr_dxxC7GMjPOSEw4vl1umPvBk60bP4/edit?usp=sharing). 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 all for now. Thanks.

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.