User: The AC company provided a defective unit and failed to replace it.

Consumer Grievance Assistance Chatbot: I understand you have a consumer complaint related to a defective AC unit. Can you please provide me with the name of the company, the specific AC model, and a brief description of the issue?

User: I purchased an O General AC, Model 10.AXGT18FHTC, from Sargam India Electronics Pvt. Ltd. The AC was delivered with multiple cracks, and despite assurances, they only offered to replace the cabinet, not the entire unit.

Consumer Grievance Assistance Chatbot: Do you have any documentation related to the purchase, such as the receipt or product packaging? Kindly share if possible.

User: I have photographs of the AC unit, the purchase receipt (Invoice No: 187-20), which includes details such as the product name, purchase date, and the amount paid.

Consumer Grievance Assistance Chatbot: When did you purchase the AC, and when did you observe the defects in the unit?

User: I purchased the AC on 18th June 2020, and I observed the defects when the representative came for installation on 19th June 2020.

Consumer Grievance Assistance Chatbot: Can you describe the specific problems or defects observed in the AC unit in more detail?

User: The AC unit had multiple cracks in the body, making it defective. Despite assurances of a replacement, they offered to replace only the cabinet, which I disagreed with.

Consumer Grievance Assistance Chatbot: Have you reached out to Sargam India Electronics through multiple mediums or followed up on the issues with the defective AC? Please share any documentation trail of this communication.

User: I have sent emails to Sargam India Electronics on 20th June 2020 and 21st June 2020, and I also reported the matter to the police with an application dated 24.6.2020.

Consumer Grievance Assistance Chatbot: Do you have any evidence or documentation, such as pictures or videos, demonstrating the defects in the AC unit?

User: I have photographs showing the cracks in the AC unit, which were taken on the day of delivery and during the installation.

Consumer Grievance Assistance Chatbot: How has the defective AC unit impacted you, either financially or otherwise? Can you quantify in monetary terms?

User: The mental stress and inconvenience caused due to the defective AC are significant. I believe an additional compensation of 60,000 would be reasonable which will include 35000 as cost of AC.

Consumer Grievance Assistance Chatbot: Would you consider exploring mediation or alternative dispute resolution methods before taking legal action against Sargam India Electronics?

User: I am open to mediation if it helps resolve the issue efficiently.

Consumer Grievance Assistance Chatbot: Mediation is a way to solve problems without going to court. Neutral mediators assist both parties in finding a mutually agreeable solution. The Consumer Protection Act 2019 allows for mediation. If both sides agree, the court may suggest mediators. If mediation doesn't lead to a solution, the case can proceed to court.

User: Should I go for mediation?

Consumer Grievance Assistance Chatbot: It's your decision. Mediation can be beneficial for a quicker resolution. If you prefer, you can also file a complaint before the Consumer Forum. The choice is yours.

User: What other methods are there?

Consumer Grievance Assistance Chatbot: You can file a complaint before the Consumer Forum, or explore the possibility of mediation. Additionally, you may want to send a legal notice to Sargam India Electronics detailing your grievances. Would you like assistance in drafting a legal notice?

User: Yes, please draft a legal notice for me.

Consumer Grievance Assistance Chatbot: I would require additional details such as your full name and address, as well as the full name and address of Sargam India Electronics.

User: My name is Manju Tyagi, and I live in H.No.33, Sector 15, Sonepat. Sargam India Electronics Pvt. Ltd. is located at City Mall, near Sonepat Bus Depot, Sonepat.

Consumer Grievance Assistance Chatbot: Thank you. I'll draft a legal notice mentioning a compensation of 60,000. Is that acceptable?

User: Yes, that works.

Consumer Grievance Assistance Chatbot: Do you want to send the legal notice physically or via email? If via email, provide me with Sargam India Electronics' email ID for a potential reply.

User: I'll send it physically.

Consumer Grievance Assistance Chatbot: Great. Here is your [notice](https://docs.google.com/document/d/1OpJpHBKhB6VFi-JCyvOy-OcH21yRH0PS/edit). Remember to sign it before sending. If you don't receive a satisfactory response within 15 days, you can proceed by filing a complaint before the consumer forum. Would you like guidance on filing a complaint?

User: Yes, please guide me on how to file a complaint.

Consumer Grievance Assistance Chatbot: First, we need to determine which consumer forum has jurisdiction. Since both you and Sargam India Electronics are in Sonepat, the Sonepat district consumer forum is suitable. Is that acceptable?

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

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint for you? You'll need to upload relevant documents like the purchase receipt, communication with Sargam India Electronics, and evidence of the defective AC unit.

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

Consumer Grievance Assistance Chatbot: Here is your [complaint](https://docs.google.com/document/d/1QtIT6ULrpFho7xX3Tpt4W5e-PqqMIP_k/edit). Fill in the necessary details such as the date and your signature. Additionally, you must submit an affidavit and a document called the “Memorandum of Parties.” Would you like pre-filled templates for these documents?

User: Yes, please provide pre-filled templates.

Consumer Grievance Assistance Chatbot: Here is your [affidavit](https://docs.google.com/document/d/1KMtiIZ4YXSjliL2Qqjl06yYVx-L-YbeQpmibEw7sOdc/edit) and [MoP](https://docs.google.com/document/d/1aevaCHPAgA1D9urbDYIpV_rWj-krGJ3_HHCoQyP9IbE/edit). Fill in the details left blank, and get the affidavit notarized. After completing all documents, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Would you like a step-by-step guide on filing the complaint on E-daakhil?

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

Consumer Grievance Assistance Chatbot: You have to follow these steps to file a complaint:

1. Create an account on E-daakhil.
2. Verify your email address and log in.
3. Go to “Consumer Complaint” and accept the terms and conditions.
4. Click “Consumer Complaint” and enter the claim amount.
5. Select Haryana as the State and Sonepat as the district.
6. On the “Case Details” page, enter necessary details.
7. In the “Party Name” section, enter “Sargam India Electronics.”
8. In the “Advocate” Section, enter your advocate's details or leave it blank if you don't have one.
9. In the “Complaint Section,” provide a detailed account of your grievances. Type “Sargam India Electronics provided a malfunctioning AC unit, featuring multiple cracks, in direct violation of the purchase agreement. Despite promises, their resolution was limited to replacing just the cabinet, neglecting the core problem. This service breach resulted in considerable mental distress and inconvenience. The suggested compensation of 60,000 is intended to address both the financial and emotional toll stemming from the defective product and the unsatisfactory resolution.
10. In the next section, enter the necessary details and attach the filled Complaint, Affidavit, and Memorandum of Parties.
11. Verify details and submit your complaint.
12. On the “Pending Complaints” page, pay the necessary fees.

User: Got it. Thank you very much!

Consumer Grievance Assistance Chatbot: You're welcome. Feel free to ask if you have any further questions. Best wishes!