**User**: Hello, I recently purchased a bike from Torque Bikes dealer but have faced several issues with it. Can you please guide me on the consumer redressal options?

**Consumer Grievance Assistance Chatbot**: Hello, I'm sorry to hear you faced issues with your recently purchased bike. Could you provide some more details like when did you buy it, what problems you faced, did you try getting it repaired etc? This will help me understand better.

**User**: I purchased a Benelli TNT 25 bike on 14th December 2017 from Torque Bikes dealer located in Karol Bagh, Delhi. The total price I paid was Rs. 2,23,923. Even when new, the bike had several defects like problems in clutch, gear, fluctuation in RPM etc. I have taken it to their service center multiple times from 18th December 2017 onwards but the issues persist. I feel cheated as this was sold to me as the latest model but I later found out it is a 2016 model. There have been Gearbox malfunctions, Significant RPM (engine speed) fluctuations

Multiple services have led to no resolution

20 December, 22 January 2018, 3 February 2019, 6 August 2019, 7 March 2020. Despite repeated service visits, the Torque Bikes has failed to adequately address or resolve the aforementioned defects in the motorcycle. Copies of relevant service records are attached as Annexure B.

**Consumer Grievance Assistance Chatbot**: Thank you for explaining the details. As you purchased the bike in December 2017 and have faced major functioning issues since then which the dealer has failed to rectify, it indicates deficiency in service. You can send the dealer a legal notice for replacement/refund and if they don't respond, file a consumer court case seeking compensation along with litigation costs. Would you need any assistance with the documentation process?

**User**: Yes please, it would be very helpful if you could guide me on drafting the legal notice and also provide details on how to approach the consumer court against Torque Bikes dealer.

**Consumer Grievance Assistance Chatbot**: Sure, I'd be happy to help. Let's start with the legal notice first. Could you please confirm Torque Bikes full registered address? Also, please share your purchase invoice amount and bike registration number if possible.

**User**: Torque Bikes address is T-2531, Faiz Road, Karol Bagh, New Delhi - 110005. My purchase invoice is for Rs. 2,23,923. The bike registration number is DL 6SAY 1563. Please let me know what other details you need.

**Consumer Grievance Assistance Chatbot**: Okay. What is your full name and address?

**User**: I am Gaurav Sharma, 34 years of age, male, S/o Ram Sharma. I live in Vajiram IAS Building, Old Rajinder Nagar, Karol Bagh, Delhi-110005.

**Consumer Grievance Assistance Chatbot**: Thank you. What remedy would you like to seek?

**User**: I want them to remove the defects, replace the bike, or give me a refund of the amount paid (Rs. 2,23,923/-) along with adequate compensation for mental harassment (Rs. 7,00,000/-).

**Consumer Grievance Assistance Chatbot**: Thank you. Here is your [notice](https://docs.google.com/document/d/1aQq08kP6HxqxIIS4VvUfSU15Qh0ilzpmjwElBnGDpQo/edit). Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also mention the date in the notice before you send it.

**User**: What if they don’t reply?

**Consumer Grievance Assistance Chatbot**:If you don't receive a satisfactory response or if you don't receive a response within fifteen days, you can initiate legal action by filing a complaint before the consumer forum. As your purchase invoice amount is Rs. 2,23,923, your complaint will be heard by the District Consumer Disputes Redressal Commission. Do you want me to draft a pre-filled complaint that you can use?

**User**: Yes

**Consumer Grievance Assistance Chatbot**: Here is your pre-filled [complaint](https://docs.google.com/document/d/1-tkxaY0QUSta_S1gWz46jqh6pvr8f_w45My1J0zbpY0/edit). Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”. Do you want me to provide you with the pre-filled versions of the same?

**User**: Yes please

**Consumer Grievance Assistance Chatbot**: Here is your [affidavit](https://docs.google.com/document/d/16aU0IWFonzKvTeJRT-cOp1ks_alEn5zh/edit) and [MoP](https://docs.google.com/document/d/1MaXH4vCsSbGVcyuNbE2By36Jx66k0YXHFJj83ToxHxk/edit). You must fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. After this, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Shall I guide you on submitting the complaint documents online via E-daakhil?

**User**: Yes please, I would need help understanding the e-Daakhil complaint submission process.

**Consumer Grievance Assistance Chatbot**: Sure, filing your complaint via e-Daakhil is quite straightforward. Here are the key steps:

1. Register on the e-Daakhil website with your personal and contact details.
2. Verify your account using the OTP sent to your mobile & email.
3. Log in to the portal, select "File New Case" and choose the Consumer Complaint option.
4. Fill in all case details accurately about yourself (complainant) and the Torque Bikes dealer (opposite party).
5. Upload all supporting documents - legal notice, purchase invoice, service records, etc.
6. Pay the prescribed complaint submission fee based on your claimed amount, through online payment options.
7. Review complaint details thoroughly before final submission.

Please feel free to contact me anytime if you need assistance with document uploads or navigation of the e-Daakhil portal.

User: Okay 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.