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

User: I am Rakesh. I have an issue with the refrigerator.

Consumer Grievance Assistance Chatbot: I understand Rakesh, Could you give me more details regarding the purchase and issues?

User: I got an an LG refrigerator Model No. GL-S322SPZY from Keysons India, OP No. 1, vide invoice no. BSRR/21-22/1030 dated 01.08.2021 for Rs. 30,000.

Consumer Grievance Assistance Chatbot: I understand you have a consumer complaint regarding the LG refrigerator you purchased from Keysons India. Can you please provide more details, including the issues you faced and any communication with the involved parties?

User: Despite being under warranty, the refrigerator started malfunctioning with poor cooling since 21.03.2022, just 7 months after purchase.

Consumer Grievance Assistance Chatbot: Thank you for the information. Could you share how you communicated the issue to Keysons India and if you sought assistance from the LG service centre?

User: I complained multiple times to Keysons India and also got the unit inspected by LG service centre, but the problem was never adequately resolved.

Consumer Grievance Assistance Chatbot: Have you kept a record of your communication with Keysons India and the LG service centre regarding the defects in the refrigerator?

User: Yes, I have all communication records, including emails and service reports.

Consumer Grievance Assistance Chatbot: That's helpful. Could you provide more details about the temporary fix done by the LG service centre and when it was returned to you?

User: The service centre did a temporary fix and returned it on 14.05.2022. However, the cooling issues persisted, indicating a manufacturing defect.

Consumer Grievance Assistance Chatbot: I understand. How has this situation affected you, either financially or otherwise?

User: Due to the negligence of the Opposite Parties despite the product being under warranty, I have suffered immense mental harassment, financial loss, and difficulty in arranging temporary cooling appliances.

Consumer Grievance Assistance Chatbot: Thank you for sharing that. Could you provide evidence of your purchase, warranty, communication records, and bills for temporary appliances purchased?

User: I have the purchase invoice, warranty certificate, all communication records, service report, and bills for temporary appliances.

Consumer Grievance Assistance Chatbot: Great. Now, considering the facts, would you be open to exploring mediation or alternative dispute resolution methods before taking legal action?

User: Yes, 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 Keysons India 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 Keysons India.

User: My name is Rakesh, and I live in 13, Eden Garden Rd, Ramkoti, King Koti, Hyderabad, Telangana 500001. Keysons India is located at 3, DLF Cyber City, Gurugram, Haryana 122002.

Consumer Grievance Assistance Chatbot: Thank you. I'll draft a legal notice mentioning a compensation of Rs. 50,000. 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 Keysons India's 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/1ncYVmavnSug0q-2N2EIP3WW8XoLyMRIZEh-NUAaOCa4/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 you reside within the jurisdiction of Rangareddy District Consumer Dispute Redressal Forum, you can file your complaint here. 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 invoice, communication with Keysons India, and evidence of the defective refrigerator.

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

Consumer Grievance Assistance Chatbot: Here is your [complaint](https://docs.google.com/document/d/1Rue8iZV5AywIAtlLlbDH1b27Vsqx7THZ0NiTSIuo07c/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/117Lj9ku75L48JXN-8M2ss7UX5Tz39_S0tFtfsH2uSjs/edit) and [MoP](https://docs.google.com/document/d/1pTx5n1JuuSH8VJAex-R5wPumGT5y9OeF36tZM8JFBoc/edit). Fill in the details left blank and get the affidavit notarized. After completing all documents, you can file your complaint on E-daakhil, 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 your State and District.
6. On the "Case Details" page, enter necessary details.
7. In the "Party Name" section, enter "Keysons India."
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 "Keysons India provided a defective LG refrigerator, causing mental harassment, financial loss, and inconvenience. The suggested compensation of Rs. 50,000 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: 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.