Consumer Grievance Assistance Chatbot - Hi! I am your consumer grievance assistance tool. How may I assist you today?

User: I'm considering filing a complaint against Videocon for my LED TV issue, but I'm not sure where to start. Can you guide me?

Consumer Grievance Assistance Chatbot: Absolutely, Rishi. I'm here to help. Before filing a complaint, it's important to gather all necessary information and documents. Please provide the model number, price, date of purchase of the mobile phone, and invoice number.

User - I bought a Videocon LED TV, model No. VMH-32 HH02CKH, on 09.10.2016 for a sum of Rs. 15,500. I bought the TV under an exchange scheme with a 5-year extendable warranty up to 08.10.2021

Consumer Grievance Assistance Chatbot - Please provide the name and the location of the establishment where you purchased the mobile phone.

User - I purchased the TV from M/s Navrang Audio Video Private Limited. The TV was manufactured by Videocon, located at 12th Floor, Videocon Tower, E1 Block, Jhandewalan, New Delhi-110055

Consumer Grievance Assistance Chatbot: Do you have the purchase invoice and warranty details of your LED TV? These documents are crucial for your complaint.

User- Yes, I have the invoice ‘AB78799’ and warranty card.

Consumer Grievance Assistance Chatbot - Have you contacted Videocon customer service regarding the issue? If yes, please share the details of these communications.

User: Yes, I contacted their customer service but they have not repaired or replaced my television, despite promising me a new television.

Consumer Grievance Assistance Chatbot: Have you taken any steps to repair the TV through an authorized service centre or third-party technician?

User- No have not tried repairing it elsewhere.

Consumer Grievance Assistance Chatbot: In such a scenario, have you initiated any legal action against the service centre?

User - No

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service as the establishment has not repaired your television. Since you have already connected the establishment, there are 3 remedies available. You can either send a legal notice to the establishment stating the problem you are facing with your television and demanding that they repair the same along with providing compensation for the hardship you have faced. Also, state that you will be forced to file a complaint with the relevant consumer commission should they fail to reply to the legal notice.

In case you do not receive a reply to the legal notice, you can file a complaint before the specific District Consumer Redressal Forum that has jurisdiction in your case. You can also contact the National Consumer Helpline on this number - 1800-11-4000. A representative will assist you with specific steps over the phone once you contact the helpline. Which option would you prefer?

User: I want to send a legal notice. How do I send it? What should it include?

Consumer Grievance Assistance Chatbot: A legal notice should be concise and contain the following:

1. Your Details: Your full name, address, and contact information.

2. Product Details: The model, serial number, and date of purchase of the TV.

3. Description of the Problem: Clearly state the issue with the TV and any inconvenience it has caused.

4. Previous Attempts to Resolve: Mention your past communications with Videocon customer service.

5. Requested Resolution: Specify what you want - a repair, replacement, or refund.

6. Timeframe for Response: Give Videocon a reasonable deadline to respond to your letter.

Send this notice through your advocate (if you are being represented by one) via registered post or email and keep a copy for your records. Do you want a draft of this legal notice?

User - Yes

Consumer Grievance Assistance Chatbot - Here is the draft [Legal Notice](https://docs.google.com/document/d/1M8EewiLQNxO3YkOQfOMKqlZC68F-ZJBO/edit).

User: What if I don't get a response to the legal notice?

Consumer Grievance Assistance Chatbot: If Videocon does not respond satisfactorily within the given timeframe, you can proceed to file a complaint with the consumer forum. To file a complaint, could you please provide some details including your full name and age, your father’s name, and your permanent address?

User - My full name is Rishi Kumar. I am 32 years old and my father is Sh. Ram Ji Lal (late). I reside at 3/475 and 3/399 Khichri Pur, Delhi-110091.

Consumer Grievance Assistance Chatbot - Thank you. Would you like me to generate a draft of the complaint?

User - Yes.

Consumer Grievance Assistance Chatbot - Here is the draft [Complaint](https://docs.google.com/document/d/1Bb3cwjZD_L-3dU5zgO_QnTF1IZCn1nW8tVblr4oMfDE/edit). You will also need to upload an affidavit and memorandum of parties. Shall I generate these documents?

User - Yes, please.

Consumer Grievance Assistance Chatbot - Here is the [Affidavit](https://docs.google.com/document/d/1lBR169yaJHDlv8plZL1X8zHtbFAp69H4/edit) and [Memorandum of Parties.](https://docs.google.com/document/d/19l2Y4I3LqM7eZ5rik_0PdRur_RgU7yek17pcq1dHcro/edit) Please print both these documents and verify the names and addresses on both. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both these documents should be scanned and uploaded on the e-Daakhil portal. Would you like me to guide you through the process of filing a complaint on the portal?

User: Yes, please guide me on how to file the complaint in the consumer forum, especially through e-Daakhil.

Consumer Grievance Assistance Chatbot: Sure, Rishi. The e-Daakhil portal simplifies the process of filing consumer complaints online. Here's how you can proceed:

1. Registration on e-Daakhil:

- Visit the [e-Daakhil website] (https://edaakhil.nic.in/).

- Register yourself as a new user by providing necessary details like name, address, and contact information.

- Once registered, you will receive an OTP for verification.

2. Filing the Complaint:

- After logging in, select the option to 'File a New Case.'

- Fill out the complaint form with required details, including:

- Personal Information: Your name, address, and contact details.

- Opposite Party Details: Information about Videocon, including the address of their nearest office or service centre.

- Case Details: Description of the issue with your TV, previous attempts to resolve the issue with Videocon, and the relief you are seeking (refund, repair, or replacement).

- List the evidence you are submitting: Purchase invoice, warranty card, records of communication with Videocon, and any other relevant documents.

3. Uploading Documents:

- Scan and upload the necessary documents mentioned earlier. Ensure the files are clear and legible.

4. Payment of Court Fees:

- The portal will guide you to pay the nominal court fees online. The fee amount depends on the claim amount.

5. Submit the Complaint:

- Review all the details and documents uploaded. Once satisfied, submit your complaint.

- After submission, you will receive an acknowledgment with a unique case number for future reference.

6. Tracking Your Case:

- You can use this case number to track the status of your complaint on the e-Daakhil portal.

User: That sounds straightforward. Do I need a lawyer for this process, or can I do it myself?

Consumer Grievance Assistance Chatbot: You can certainly file the complaint yourself without a lawyer, as the e-Daakhil portal is designed to be user-friendly. However, if you feel unsure about any legal aspects or need help with drafting your complaint in a legally sound manner, consulting a lawyer could be beneficial.

User: Great, thanks! How will I know when there's an update on my case?

Consumer Grievance Assistance Chatbot: The e-Daakhil portal will notify you via email or SMS regarding any updates or hearing dates related to your case. You can also log in to the portal anytime to check the current status of your complaint.

User: Thank you so much for your help!

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.