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

User: Hello, I purchased an HP Office Jet 7612 printer from Snapdeal, and it's defective. I want to file a consumer complaint.

Consumer Grievance Assistance Chatbot: I'm sorry you're experiencing problems with your purchase. To provide you with the best assistance, I'll need some detailed information. Can you start by giving me your full name, age, occupation and residential address, please?

User: Sure, my name is Surender V. Gangwani. I’m a govt school teacher and my age is 45. My address is Shop No.189, Behind Maya Cut Piece, Main Bazaar, Ulhasnagar 421 002.

Consumer Grievance Assistance Chatbot: Thank you, Mr. Gangwani. Could you also provide the details of the Opposite Party, including the name and address of the business from which you purchased the product and any others involved in your complaint?

User: Yes, I bought it from Snapdeal. Their address is Jasper Infotech Pvt.Ltd., 401, 4th floor, Corporate Arena, D.P.Piramal Road, Behind Mahindra Gardens, Goregaon West, Mumbai 400 062. The product is manufactured by Hewlett-Packard India Sales Pvt.Ltd., found at Commerz, International Business Park, Oberoi Garden City, Off Western Express Highway, Goregaon (East), Mumbai 400 063. I was told PANCHAM is the seller on Snapdeal, located at Raj-Laxmi Plot, S/NO.2-6-1, Plot no.3, Next to Kamal Polyplast Factory, Wadachiwadi-Autadewade Road, Wadachiwadi, Taluka Haveli, Pune 411 028.

Consumer Grievance Assistance Chatbot: Perfect, thank you for the specifics. Now, could you detail the nature of your complaint, including the dates of events, the amount paid, and the specifics of any attempted resolutions?

User: The purchase process seemed fine initially. I placed my order for the HP Office Jet 7612 printer on the 27th February 2021. The payment of Rs. 22,898 was made through my credit card, and I received a confirmation email from Snapdeal soon after payment. The printer was delivered on the 5th March 2021. However, the problems started shortly after I began using it. Around the 10th March, I noticed inconsistent print quality and frequent paper jams, which wasn't expected from a new printer. I reached out to Snapdeal's customer support on the 12th March but didn't receive any substantial assistance. By the 15th March, after visiting an HP authorized service center, it was confirmed that the product had a manufacturing defect. After discovering the issues and getting the manufacturing defect confirmed at the HP service center on 15th March 2021, I immediately tried to initiate a rectification process. I contacted Snapdeal’s customer service the following day, providing them with the service report and asking for either a repair under warranty, a replacement, or a refund. Despite my efforts, my initial communication was met with a request for patience while they 'looked into the matter.' However, over the next two weeks, despite my follow-up emails and calls, there was no progress in resolving my issue. Feeling frustrated, I also reached out directly to HP’s customer service on 25th March, hoping they could directly address the manufacturing defect. They advised me to resolve the issue through the seller, Snapdeal, as the purchase was made through their platform. Basically, each party deflected responsibility, and I was caught in between with a defective product.

Consumer Grievance Assistance Chatbot: It's important to keep a record of these interactions. Do you have any emails, service reports, or correspondence that document your attempts to resolve the issue with the parties involved?

User: Yes, I have all the emails and the service report from the HP service center.

Consumer Grievance Assistance Chatbot: Great, keeping those documents handy will be vital for your case. Since your purchase and the discovery of the defect occurred within the limitation period set by Article 69 of the Consumer Protection Act of India (2019), you're eligible to file a consumer complaint. What kind of relief are you seeking through this complaint?

User: I want a full refund of the amount paid, which is Rs. 22,898/-, plus I want damages, compensation for the inconvenience caused, and litigation costs covered.

Consumer Grievance Assistance Chatbot: Understood. You're seeking a refund, damages, compensation for the inconvenience, and litigation costs. Before proceeding with drafting a legal notice or preparing to file a complaint, have you considered any alternative dispute resolutions, like mediation, to settle this matter? If the productt is in warranty then the company is liable to rectify any manufacturing defect.

User: My attempts to communicate with the companies have been ignored. I want to proceed with the complaint.

Consumer Grievance Assistance Chatbot: Alright. Given this, the first step would be to draft a legal notice to the involved parties. This notice will inform them of your intention to file a consumer complaint should the issue not be resolved amicably. Here’s a [**Legal Notice**](https://docs.google.com/document/d/1INegDnnWIPHGpJ6xFLrJ74qQoYs_9miDty9ch-Jcxso/edit)**.**

After sending the legal notice, if there's no satisfactory response, we'll move to file the consumer complaint. Would you like me to give you a draft complaint?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Understood. If the legal notice does not result in a satisfactory response, the next step is to file a consumer complaint, which we can do through the e-Daakhil portal.

Here is your [**complaint**](https://docs.google.com/document/d/1SuTO5_pIPSt-CFXyEUTcw7Y6sy9pg4mrjs5eN-dlsnQ/edit)

Now Let's go through the process step by step to ensure it's tailored specifically to your situation.

First, could you confirm if you are familiar with digital platforms and comfortable completing forms online? This will help me gauge how detailed our walkthrough needs to be.

User: I'm somewhat familiar with online forms, but I've never used the e-Daakhil platform before.

Consumer Grievance Assistance Chatbot: No problem at all. I'll guide you through each step, making it as simple and clear as possible. Here we go:

1. **Visit the e-Daakhil Portal**: Open your web browser and navigate to the official e-Daakhil portal. The URL is https://edaakhil.nic.in. This will take you to the homepage of the portal designed for facilitating online consumer complaints.
2. **Sign Up for an Account**: On the top right corner of the homepage, you'll see an option to 'Sign Up'. Click on this to create a new user account. You'll need to fill in your personal details, such as your name, mobile number, and email address.
3. **Verify Your Details**: After you submit your registration, you'll receive an OTP (One Time Password) on your registered mobile number and a verification link in your registered email. Enter the OTP in the provided space on the website to verify your mobile number, and click on the link in your email to verify your email address. This double verification helps secure your account.
4. **Log Into the e-Daakhil Portal**: Now that your account is set up and verified, return to the e-Daakhil portal home page and log in using your new credentials.
5. **Initiating a New Case**: After logging in, look for a button or link that says 'File a New Case' or something similar. This will start the process of filing your new consumer complaint.
6. **Filling Out Your Complaint Form**: This is where you'll need specific details about your case. You’re filing against Snapdeal, PANCHAM’s proprietor, and Hewlett-Packard India for a defective product and lack of service. Make sure to have all three entities listed as the Opposite Parties. Here’s how you’d enter the required information:
   * **Complainant Details**: Since the platform already has your registration information, some of this may autofill. Check to make sure your name and address are complete and correct, matching the details you provided: Surender V. Gangwani, Shop No.189, Behind Maya Cut Piece, Main Bazaar, Ulhasnagar 421 002.
   * **Opposite Party Details**: Here, you will input the details of Snapdeal, PANCHAM’s proprietor, and Hewlett-Packard India as you have given to me earlier. Make sure these details are accurate to ensure there’s no issue with notice delivery.
   * **Transaction Details**: Input the transaction date (27/02/2021), the amount (Rs. 22,898/-), and a brief description of the product and the issue encountered.
   * **Relief Sought**: You're seeking a full refund, damages, and compensation for mental agony and harassment, along with the coverage of litigation costs. Specify these clearly.
7. **Uploading Documents**: You will be prompted to upload digital copies of any evidence supporting your complaint. This includes invoices, payment receipts, correspondence with the parties, and the service report detailing the defect.
8. **Payment of Fees**: Depending on the amount involved in the complaint, there will be a nominal fee to pay. Follow the on-site instructions to complete the payment electronically.
9. **Review and Submit**: Before you submit the complaint, you'll have the opportunity to review all the information you've input. Make sure everything is correct and complete. Once you're satisfied, submit your complaint.

After submission, you will receive an acknowledgement and a copy of your filed complaint for your records.

User: What happens after I submit?

Consumer Grievance Assistance Chatbot: After submission, the consumer forum will review your complaint and assign it a date for a hearing. You will be informed about this date, and it’s important that you're present for it, either physically or through a representative.

Remember to check your emails and the e-Daakhil portal for updates regarding your case. If the forum finds this in your favor, they will issue an order directing the Opposite Parties to comply with your demands for a refund, damages, and compensation.

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, Here is your [MoP](https://docs.google.com/document/d/1Uxxzq9Xya06yv1Cb9ehPRMRjifpFdBrSkCH73Jh1hWI/edit) and [affidavit](https://docs.google.com/document/d/1tDMGSWUfeKDXJCWJH7LhfVdRt3iDm52q4h_YzXGGjkM/edit). 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.