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

Consumer: I faced it while trying to get a fancy registration number for my new two-wheeler. The transport authorities allotted me a different number after I paid charges for the fancy number.

Consumer Grievance Assistance Chatbot: I understand. Getting some other random number allotted when you have paid for the fancy number is frustrating. Let's first collect all the relevant details. Could you please state your name, age, full address and contact information for the record?

Consumer: Sure. My name is G. Sridhar, 28 years old. I reside at Door No. 10, Thirunagar Colony, Muthusamy Complex, Sankagiri, Salem District, Tamil Nadu – 637301. My phone number is 9876543210 and my email ID is sridhar@email.com.

Consumer Grievance Assistance Chatbot: Noted. Now, first give me a brief sequence of events about what happened.

Consumer: Okay. I purchased a Suzuki Access 125 two-wheeler on 10/05/2019 from NJ Bikes India Pvt Ltd, Erode by taking a loan from Sun Finance. On 23/05/2019, I visited the Sankagiri RTO office along with an employee of the bike dealership. I paid Rs. 2,000 cash there and got Receipt No. TN52R19050000177 for my choice of fancy number - TN 52 P 9339.

But later without any prior notice, TN 52 P 9385 was allotted to my vehicle instead. When I contacted them after seeing the wrong number on my RC book, they did not give any proper response and also did not refund my Rs. 2,000.

Consumer Grievance Assistance Chatbot: Thank you for the sequence. Now provide me with the full registered business name and addresses of the bike dealership and Regional Transport Office (RTO) as it has to be made the party to the case.

Consumer: The opposite parties are -

1. The Manager, NJ Bikes India Private Limited, No. 48/244, Sakthi Road, Veerappan Sathiram, Erode District from where I purchased the bike and the other party is 2. The Regional Transport Officer, Regional Transport Office, Sankagiri, Salem District

Consumer Grievance Assistance Chatbot: Great, that identifies both parties at fault. Did you try to resolve the issue directly with them first through any written communication?

Consumer: Yes, when the RTO did not refund my money or change the number, I filed an RTI application on 09/07/2019 asking why I did not get the promised fancy number. In their reply, they simply mentioned that my choice number TN 52 P 9339 was allocated for Rs 2,000.

Consumer Grievance Assistance Chatbot: Have you checked whether the number you asked for was available with the RTO?

Consumer: Yes the number I asked for was available with the RTO they just allotted me another number by mistake and are not rectifying the same.

Consumer Grievance Assistance Chatbot: In that case I suggest you send the legal notice and try to get a settlement with the opposing party. In case you get any problem in the above process or have any doubt, I would suggest you contact the National Consumer Helpline at 1800-11-4000 for information, advice, or guidance on complaints. You can also call 14404 or send a message to 8130009809. You can also register a complaint through the NCH app. Is there anything else you need?

Consumer. Kindly draft a legal notice.

Consumer Grievance Assistance Chatbot: Here is your [notice](https://docs.google.com/document/d/1DhyAF9TfU_PT4y5iZLInTZvCO_70lUJKHNfR6ZeUqkc/edit). Remember to put your signature before you send it in hard copy and put e-signature in case you are sending the soft copy. In case you get any problem in the above process or have any doubt

Consumer: What if I don’t get any reply for this notice? What remedy do I have?

Consumer Grievance Assistance Chatbot: You can file a consumer complaint if your problem is not redressed. Do you want me to draft a complaint?

Consumer: Yes, draft a complaint for me.

Consumer Grievance Assistance Chatbot: Now, regarding compensation sought - what total amount are you seeking from the bike dealer and RTO? Please include any financial losses or mental harassment faced by you.

Consumer: I wish to claim a refund of my Rs. 2,000 fancy number fee from the RTO. For arbitrarily changing my allotted preferred number without consent and causing me mental agony, I want to claim Rs. 1,00,000 compensation from them. Please let me know if this amount is reasonable.

Consumer Grievance Assistance Chatbot: I think we should not claim compensation from the bike dealership and they are not responsible for the allotment of the number but it is the RTO responsibility to allot a fancy number if the consumer has paid for the same.

Consumer: yes, sure we may not claim from the bike dealership as they arranged the RTO visit and are not responsible for this issue. I only want redressal from the Regional Transport Authority.

Consumer Grievance Assistance Chatbot: With respect to the jurisdiction the Salem district consumer court will have the territorial and pecuniary jurisdiction to hear the case as both the parties reside in Salem. Is it fine with you?

Consumer: Yes.

Consumer: Do you have documented proof of all the claims that you have made like receipt, copy of RTI ect.

Consumer: Yes, I have documents for evidence like vehicle purchase invoice, fancy number fee receipt, RTI application and reply, legal Notice.

Consumer Grievance Assistance Chatbot: Thank you. On the basis of the information that you have given me, Here is your [complaint](https://docs.google.com/document/d/1bUZNQh8uEBsKLFMAElboCGkIYQs8TFx8BvZ6_mOiaec/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?

Aggrieved Consumer- Yes, it will be great if you can do that as well.

Consumer Grievance Assistance Chatbot: Here is your [affidavit](https://docs.google.com/document/d/1kcGMrlp9NX7nqhyac3ilcBrRNHPBCXr5SEf1zDMnQaY/edit) and [MoP](https://docs.google.com/document/d/1LSFI4GH83DrwBiuvR_lQoQ4ISTSIdmvB7cLoGF2aOe8/edit). You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. In case of any queries regarding how you can get the Affidavit notarised, feel free to approach me anytime. After filling all the documents and getting the affidavit notarised, you can file your complaint on E-daakhil, the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

Consumer: Yes, it will be great if you can give me a step-by-step guide on how I can file this.

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

1. Create an account on E-daakhil.
2. Verify your email address and login
3. Go to “Consumer Complaint” and accept the terms and conditions by clicking the “accept” button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click “Consumer Complaint” and enter the claim amount that you are seeking.
5. Select Tamil Nadu as the State and Salem as the district. Click continue to proceed to the “Case Details” page.
6. On the “Case Details” page, enter all the necessary details and in case of any queries, please let me know.
7. In the “Party Name” section, enter the name of the parties. In the “Advocate” Section, enter the details of your advocate and if you do not have an advocate, you can leave it blank.
8. In the “Complaint Section”, you can provide the following as your complaint:-

“Complainant purchased a Suzuki Access 125 from NJ Bikes India Pvt Ltd and paid Rs. 2,000 for a specific fancy number at the Regional Transport Office, Sankagiri. Despite assurance, the vehicle was assigned a different number, causing mental trauma. The RTO failed to refund the amount or provide a satisfactory response. G. Sridhar, seeking justice, filed an RTI and sent a legal notice, but the issue remains unresolved. He now appeals to the District Consumer Disputes Redressal Commission, seeking a refund, compensation of Rs. 1,00,000, and costs for the mental agony endured.

1. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

Please note that under the Consumer Protection Act 2019, the Consumer Court can request the parties to go for mediation. However, both parties must agree for the matter to be sent for mediation. However, if the parties do not arrive at an amicable settlement, the matter is sent back to the court.

Aggrieved Consumer: Got it. I will not agree for mediation.

Consumer Grievance Assistance Chatbot: In that case, the consumer court in Salem has to proceed with the case.

Aggrieved Consumer: Got it. Thank you very much!

Consumer Grievance Assistance Chatbot: You are welcome. Feel free to raise further queries anytime. Best wishes.