Consumer Grievance Assistance Chatbot: Hi! I am your consumer grievance assistance tool. Kindly let me know how I can help you. Please give your name and where you are from.

User: I am T.V.Manikkavelu, S/o Vaiyapuri, D.No.2/112, Thondipatty, Akkalampatty Post, Tiruchengode Taluk, Namakkal-637 212. I have been deceived at the bike service center where I gave my bike for servicing.

Consumer Grievance Assistance Chatbot: Which bike do you own?

User: I own Royal Enfield Bike classic 500 CC Stealth Black bearing registration No.TN 34 AA 3003.

Consumer Grievance Assistance Chatbot: Can you give me additional details on what date you approached the service center and what happened there?

User: On 27.01.2022 I had given the bike for usual course of service at Royal Enfield Sales and Service Centre, No.569/ , Kacheri Street, Velur Road, Tiruchengode, Namakkal District – 637 211 User: At the service center, they advised me to change the chain sprocket set along with the chain and other relevant parts. I agreed to get this work done. They asked me to come back at 5pm to collect my bike.

Consumer Grievance Assistance Chatbot: Okay, so what happened when you went back to collect your bike at 5pm?

User: When I went back at 5pm, the bike was ready. However, when they handed over the old parts to me, I noticed the sprocket set was for a 350cc bike, even though mine is a 500cc model.

Consumer Grievance Assistance Chatbot: Did you ask them about installing the wrong sprocket set? What was their response?

User: Yes, I immediately asked them why they had installed a 350cc sprocket set instead of the 500cc one. But they did not give me a satisfactory response. I took my bike back, even though the incorrect part had been installed.

Consumer Grievance Assistance Chatbot: Do you have any documents related to this service and the incorrect parts issue?

User: Yes, I have the receipt of the purchase of the bike dated 20.02.2021. Furthermore, I have the invoice of service INV006971DE01766 dated 27.01.2022. One thing that caught my eye was that the rate of the 350CC chain sprocket as mentioned in the box given by the opposite party mechanic was MRP Rs.1990/- but in the invoice chain and sprocket kit for classic 500 Column it reflected Rs.2240/-.. They charged for the 500 CC sprocket but used the sprocket of a 350 CC bike.

Consumer Grievance Assistance Chatbot: The documents you have would serve as evidence to prove your point. This act of the mechanic at the service center amounts to the deficiency of service and we can file a consumer complaint for the same. But before this we need to send a legal notice. Should I draft a legal notice for you?

User: Yes, draft a legal notice for me?

Consumer Grievance Assistance Chatbot: For this I require the address of the opposite party. We can add the authorized service center where you gave your bike for serving as the opposite party. I also suggest that you add the Head office of Royal Enfield in the south zone as the service center comes under its authority.

User: The opposite party address is of the service center is the Authorized Person Royal Annanmar, Royal Enfield Sales and Service Centre, No.569/, Kacheri Street, Velur Road, Tiruchengode, Namakkal District – 637 211. The address of the head office is Royal Enfield Head Office, No.624, Tiruvotriyur, High Road, Chennai-600 019.

Consumer Grievance Assistance Chatbot: Here is your [notice](https://docs.google.com/document/d/1FSzuyFwuVvDPDmBQVAR3TGWxfJvuhCXBOWhDx1dWg3k/edit). 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?

Do you need the draft of the consumer complaint for the same issue?

User: Yes, draft the consumer complaint too as I don't think they would reply to the notice as they have been ignoring my concern.

Consumer Grievance Assistance Chatbot: Thank you. On the basis of the documents that you have given me, Here is your [complaint](https://docs.google.com/document/d/1yoJosYIV6xd2IGVb2bMWIuiCBwPJ_USE73eb3ZAFf08/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/17Z4Hm9U7WnOBBqlDJupkDoLElVhHMoYSk6YaefKH90w/edit) and [MoP](https://docs.google.com/document/d/1LuiABAzAh8zGRDHQp0VYQxfO0jl7x49SGnRAHfuLFDY/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?

Aggrieved 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 Namakalla 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 “Home Solutions” and “IFB Industries”. 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:-

“The complaint is regarding the use of the sprocket of 350 CC bike in the compliant Royal Enfield bike that is of 500 CC; this has caused problems in the efficiency in the working of the bike and is a matter of deficiency of service on the part of the service center. Further the opposite party charged more on the invoice than the MRP on the box of the sprocket and this has caused monetary loss and mental agony to the complaint. ”

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. The process is identical to what I have already told you with the difference being that the mediation will be conducted by the court-attached mediators. 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.