**(This hypothetical chatbot Q&A is based on CC/18/2022 from Before the District Consumer Disputes Redressal Commission, North Goa at Porvorim)**

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

User: Sony service center is refusing to repair the LCD panel of my TV

Consumer Grievance Assistance Chatbot: That’s terrible. Can you please elaborate?

User: I purchased a Sony TV in 2015. In August 2018, it developed a backlight issue on the LCD panel. I informed the Sony dealer and they asked me to contact the service center.

Consumer Grievance Assistance Chatbot: What did the service center technician say when he inspected it?

User: The technician said the defective LCD panel needed replacement at a cost of Rs. 18,230 since the TV was out of warranty. I paid Rs. 9,000 upfront and said I'd pay the rest upon delivery.

Consumer Grievance Assistance Chatbot: Was the TV under warranty?

User: No it was was under warranty for the first 1 year from the time of its purchase

Consumer Grievance Assistance Chatbot: Did you notice any issues with the replacement LCD panel when it was delivered?

User: Yes, the panel had no packaging and seemed suspicious. But the technician assured me it was from Sony so I paid the remaining Rs. 9,000. However, upon replacement I could see it was an old panel.

Consumer Grievance Assistance Chatbot: How did you confirm your doubts about the authenticity of the replacement panel?

User: I learned the Legal Metrology Dept raided the Sony service center for fraud of replacing customers' panels with old refurbished ones.

Consumer Grievance Assistance Chatbot: So to summarize, you feel the service center duped you into paying for an old panel?

User: Yes, I believe I have become a victim of fraud and cheating by the Sony service center.

Consumer Grievance Assistance Chatbot: Okay, thank you. You can file a complaint before the consumer court having jurisdiction to hear the case. For that, you must first send a fifteen-day notice to Sony Service Centre. The same can be sent electronically or by post. Or else, you can also contact the National Consumer Helpline using the helpline number 1800-11-4000. The Consumer Helpline will give assistance regarding how you can approach the present dispute. What would you prefer?

User: I would like to send a legal notice. Can you help me to draft one?

Consumer Grievance Assistance Chatbot: Certainly. I will need some more information for that. Can you please tell me your full name, address, age?

User: Sure. Namdev Raikar alias Namdeu Raicar, age 74 years, House no. 87, Nagali Taligao, Goa

Consumer Grievance Assistance Chatbot: What is the registered address of the Sony Centre in India?

User: Sony India Pvt. Ltd., A-18, Mohan Cooperative Industrial Estate, Mathura Road, New Delhi- 110044.

Consumer Grievance Assistance Chatbot: What is the name of the dealer and where is the dealership located in Goa?

User: Sanjay Gonsalves. Zeal Infotech, Jairam Complex, Neugin agar, Santa Cruz Goa-403005

Consumer Grievance Assistance Chatbot: Please also provide details of the television. What was the price you purchased for, the dates on which the technicians visited your house and the date of delivery.

User: The model number of the TV is KLV-40R482BIN5 and serial number is 3289962. The technicians visited my home on 11/08/2021 and 25/09/2021. The refurbished old LCD panels in the guise of new ones were delivered to my home on 25/09/2021

I paid Rs. 18,000/- through 2 instalments one of Rs. 9,000/- on 11/08/2021 and second instalment of Rs. 9,000/- on 25/09/2021

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/1eUlDP8D5-JHfEf7kVZx5qu7QN9-CWpWN/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) for filing the consumer complaint. Please note that these are templates that may require certain corrections or modifications and certain details (particularly the date and signature) will need to be filled at your end.

User: Thank you. I want to file a consumer complaint; can you guide me?

Consumer Grievance Assistance Chatbot: Certainly. I would need some more information from you related to the matter to assist you better. What is the relief that you would wish to pursue through the complaint?

User: I would want a replacement of the existing refurbished LCD panels, a refund of the entire amount of Rs. 18,000/- and compensation of Rs. 1,00,000/- for mental harassment.

Consumer Grievance Assistance Chatbot: Thank you! Before I give further details regarding the complaint draft, do you want to claim litigation expenses as well?

User: Yes, I want Litigation charges of Rs. 50,000/-.

Consumer Grievance Assistance Chatbot: Sure. Since the value of the replaced LCD television is Rs. 18,000/- which is less than one One Crore Rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in Taligao district and the cause of action arises in Taligao. The opposite party carries on business in New Delhi and its subsidiary carries its business in Santa Cruz, Goa. You have the option to file the complaint to Porvorim and the New Delhi District Consumer Disputes Redressal Commission. Where do you want to file?

User: Porvorim is more convenient for me.

Consumer Grievance Assistance Chatbot: Sure. Below is the process for filing a consumer complaint at the Kapurthala District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:

1. Create an Account: If not already registered, create an account on the [e-Daakhil](https://edaakhil.nic.in/) portal.

2. Email Verification: Verify your email address by clicking the link sent to your registered email. Then:

3. Login: Use your credentials to log in to the portal.

4. Start New Case: Click on 'File a New Case' from the Filing dropdown menu to initiate your complaint.

5. Click consumer complaint.

6. Read the disclaimer and click “accept”.

7. Click consumer complaint.

8. Enter the amount you as compensation in the claim amount.

9. Select North Goa as the state and Provorim as the district. Click continue.

10. You will now land on the Case details page. Enter your name, your address, and your mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.

11. Enter Sony India Pvt. Ltd and Sanjay Gonsalves in the Opposite party name section. A-18, Mohan Cooperative Industrial Estate, Mathura Road, New Delhi- 110044 and Zeal Infotech, Jairam Complex, Neugin agar, Santa Cruz Goa-403005 in the opposite party address section. Select the state and district of the registered address.

12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.

13. In the Complaint section, write the following:

“I was charged Rs. 18,000/- towards the replacement of the LCD panel for my TV. The opposite party promised me to install new ones but they cheated me by installing old refurbished ones instead.”

14. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name, and the opposite party, click save and continue.

15. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

16. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

17. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Do you also want me to draft a complaint letter for you?

User: Yes, that would be really helpful.

Consumer Grievance Assistance Chatbot: Excellent, I've generated a pre-filled [complaint](https://docs.google.com/document/d/1XPYetfeqLhcaZjZxcntqqUP25i2svTPp9rvpecRB6Io/edit?usp=sharing) for you with all the details you've provided. Once downloaded, fill in all blank details, review and sign the complaint and verification before a notary public. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. 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:  Sure. Here is a draft [affidavit](https://docs.google.com/document/d/1GkbYOq2KFUEsAJiJwM0-1LdIh1xDk-ri/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [Memorandum of Parties](https://docs.google.com/document/d/1X0CDUUQXB-1xLMJDRy1FwQQhs0PO4Bhv/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.