Issue No. 14 – Defective product (water purifier)

User: The water purifier sold to me was defective? What can I do now?

**Chatbot: Hi, I’m your consumer grievance assistance tool. How can I help you?**

User: I visited the Jeevan Nagar branch of Waves who is one of the authorized dealers of Streamz, the manufacturer of the water purifier, on 03/02/2022 and purchased a water purifier for a sum of Rs 8000/-

Model Number: AX78945632

Capacity: 5 L

User: The product was installed on 04/02/2022, and an e-receipt for the purchase was sent to my email ID on 03/02/2022.

User: Within a few days, the purifier stopped working, and on 06/02/2022, I contacted the dealer to inform him about the issue. He said that a technician would be sent within a few days to assess the product.

**Chatbot: Did the technician check the product?**

User: Yes, a technician came on 08/02/2022 to check the product. After a preliminary examination, he concluded that there was an irreparable defect in the product which could not be fixed, instead that the product would have to be replaced

**Chatbot: What was your decision?**

User: I asked him to take the purifier with him and get a new one installed as soon as possible

**Chatbot: Did you get a replacement?**

User: Not yet.

**Chatbot: Did you find out from the dealer about it?**

User: I sent an email on 20/02/2022 to find out about the status of the request for replacement. The dealer simply stated that the matter was still under consideration and that the request would be processed within a few days.

**Chatbot: Any update after that?**

User: No

User: on 21/02/2022, I registered my grievance in the customer feedback section hoping that the opposite party would reply at least to the grievance raised on the website. At this point, I also requested the seller to refund the money paid if the latter was not in a position to replace the product.

After about three days, on 24/02/2022 (24th February, 2022), I received a call from the customer care team, but they only provided false promises as the product was not replaced within the 5 days mentioned by the latter.

**Chatbot: Have you considered sending them a notice?**

User: Yes, I sent them a notice dated 02/03/2022, but I have not received any reply from them

User: In my case, who is liable? Product manufacturer or Product seller?

**Chatbot: Thanks for the question. Both are liable. Please ensure you add both the parties as respondents in your complaint.**

User: Noted. Thanks

**Chatbot: Would you like to file a complaint before the District Consumer Grievance Redressal Forum?**

User: Yes, I would like to

**Chatbot: Okay, could you please tell me where your residence is?**

User: I live in the city of Cosmos. My address is 20/918, III street, Vimala Nagar, Cosmos – 100.

**Chatbot: In that case, you can file a complaint before the Cosmos District Consumer Grievance Redressal Forum within a period of two years from the date of cause of action i.e 06/02/2022. You can either use the E-Daakhil portal to file your complaint, or submit a physical copy of the complaint in the commission.**

Please note that since the value of the product purchased is less than Rs 5 lakhs, you do not have to pay any court fees, but ensure you have the following documents with you:

1. Receipt of the purchase made
2. Photographs of the product
3. Copy of the emails sent to the opposite party seeking replacement of the product
4. Legal Notice sent to the opposite party

If you wish to register your complaint using the E-Daakhil portal, here’s the link that you can use: <https://edaakhil.nic.in/> . The portal has an instruction manual that provides you with step-by-step procedure for registering a complaint

Chatbot: Below is the process for filing a consumer complaint in the Cosmos District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:

1. Create 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: Userse your credentials to login 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 need as compensation in the claim amount.

9. Select the state and 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 the Opposite party’s details

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

13. Fill the complaint section by describing your grievance. Please mention the dates, if

applicable.

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

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

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

**Chatbot: However, please feel free to let me know if you need any assistance with respect to drafting of a consumer complaint**

User: Yes, it would be really helpful if you share a template that I could use for reference

**Chatbot: Sure, that can be done. Could you please tell me your name, age and occupation, and also the name and registered address of the product manufacturer and product seller?**

User: I am Bruno, and my age is 46. I work as a graphic designer. My residential address is 20/918, III street, Vimala Nagar, Cosmos – 100.

Manufacturer: Streamz, 12/318, 4th street, Vimala Nagar, Cosmos-25

Seller: Waves, 34/978, 3rd street, Vimala Nagar, Cosmos- 45

**Chatbot: Thanks, here’s a draft complaint along with MoP (Memorandum of Parties) and Affidavit based on the information provided by you**:

[Complaint](https://docs.google.com/document/d/1NHEm4n9_VhR74Z1HctNzOsoqBgCKfhs5/edit)

[Affidavit](https://docs.google.com/document/d/1CE_kiB0ke-g_Umn4RcnlcTB81LliiGpj/edit)

[Memorandum of Parties (MoP)](https://docs.google.com/document/d/1s0zZZLcAAiM047RdSk7gF1WOljefOZpY/edit)

User: Thanks

**Chatbot: Is there anything else you want me to assist you with?**

User: No, thanks

**Chatbot: Welcome. Happy to help. I hope you found this conversation useful. Please feel free to contact us again in case of any queries in the future.**

Meanwhile, you can log on to <https://consumeraffairs.nic.in/> , or dial 1800-11-4000 (National Consumer Helpline) for more information

Stay Alert, Stay Safe

Thank you