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

User: Hello, I am Ramesh Kumar Sharma from Moga, Punjab. I have an issue with IRIS Garden regarding my daughter's wedding event.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that, Mr. Sharma. Can you provide more details about the issue you faced with IRIS Garden?

User: My daughter's wedding took place at IRIS Garden on 25.9.2022 and 26.9.2022. They demanded 3,60,000 for 25.9.2022 and 6,85,000 for 26.9.2022 and I paid the amount. The services and rooms promised were not delivered, and the quality of services was poor.

Consumer Grievance Assistance Chatbot: I am sorry for what you have gone through. Can you give me details regarding the promises made by IRIS Garden and the specific issues you encountered, the dates of the payment and the mode of payment which you followed?

User: IRIS Garden promised 13 rooms and quality food as per the menu. However, only 6 rooms were provided, and they were unhygienic. The food was of low quality, not meeting the standards. I paid the amount via bank transfer, and I paid the amounts on 14.9.2022.

Consumer Grievance Assistance Chatbot: Thank you for providing those details. To assist you better, can you provide additional information, such as the steps you took after noticing the issue, any communication you had with IRIS Garden, and any other payments you made as advances?

User: I paid 50,000 as the first advance and 1,27,000 as the second on 8.8.2022 by bank transfer. I informed IRIS Garden about the issues, but no steps have been taken to address them.

Consumer Grievance Assistance Chatbot: Based on the information you've provided, it seems like you have a valid grievance, which is deficiency of service. You can seek redressal, i.e., relief for this. Let me know what kind of remedy you are seeking and how much you want for the same.

User: I want a refund for the inadequate services and compensation for the mental agony caused. I paid Rs. 10,45,000 for the services in total. Mental agony alone should result in compensation for Rs. 1,00,000.

Consumer Grievance Assistance Chatbot: In this case, you can file a complaint before the Consumer Forum that has jurisdiction to hear your case. Currently, Punjab doesn’t have a state consumer helpline number. You can call the national helpline number 1800-11-4000 or 1915 where you can talk to an agent and address your grievances, or you can avail various services [available here](https://consumerhelpline.gov.in/). Please feel free to ask me any clarifications regarding each of the options I have presented to you.

User: What will happen if I call the state consumer helpline?

Consumer Grievance Assistance Chatbot: The Punjab State Consumer Helpline will hear your grievance and guide you on filing a case. They will also provide advice regarding the strength of your case.

User: I don't want to try out-of-court settlement mechanisms. I will directly go to court.

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you need to send a fifteen-day notice to IRIS Garden. If you don't receive a satisfactory response or if you don’t get a response within fifteen days, you can initiate legal action. Do you want me to draft a notice for you?

User: Yes, that would be helpful.

Consumer Grievance Assistance Chatbot: In that case, I require some details. I would also want the invoice and payment details, or else you can upload them here.

(upon uploading the documents)

Consumer Grievance Assistance Chatbot: What is your full name?

User: My full name is Prof. Ramesh Kumar Sharma

Consumer Grievance Assistance Chatbot: What is your Gender?

User: Male

Consumer Grievance Assistance Chatbot: What is your father’s name?

User: Pritam Chand Sharma

Consumer Grievance Assistance Chatbot: What is your age?

User: 57 years old

Consumer Grievance Assistance Chatbot: What is your address?

User: H.No.438, Block B, Rajindra Estate, Moga, Punjab.

Consumer Grievance Assistance Chatbot: What is the address of the opposite party, IRIS Garden ?

User: Hyphoria Production Pvt. Ltd. Zirakpur, SAS Nagar, Punjab.

Consumer Grievance Assistance Chatbot: What is your email id?

User: prof.sharma@gmail.com

Consumer Grievance Assistance Chatbot: What is your phone number?

User: 9876543210.

Consumer Grievance Assistance Chatbot: Thank you. The notice must specify the relief you are seeking. Is it okay if the notice directs the initiation of the refund and compensation for mental agony within fifteen days of it being received by IRIS Garden? This is because the notice is for a period of fifteen days.

User: Yes, that is not a problem.

Consumer Grievance Assistance Chatbot: Got it. Do you want to send the notice physically or by email?

User: I prefer sending it via email.

Consumer Grievance Assistance Chatbot: Understood. Based on the information you've provided me; I have drafted a notice. You can access the [notice](https://docs.google.com/document/d/1J0xhlRq1AlLpQHVt8qFBjXJIbRbuJKYL/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) here. Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also mention the date in the notice before you send it. If you don't receive a satisfactory response or if you don't receive a response at all, you can initiate legal action by filing a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint?

User: Yes, please provide me with the steps on how I can file a complaint before the consumer forum.

Consumer Grievance Assistance Chatbot: First, I would have to determine which consumer forum has the jurisdiction, i.e., the authority to hear your case. Since both you and IRIS Garden are situated in Moga, the Moga District Consumer Disputes Redressal Forum, situated in Punjab, is the appropriate forum. Do you want me to draft a pre-filled complaint that you can use?

User: Yes, it will be great if you can draft a complaint which I can use.

Consumer Grievance Assistance Chatbot: I'll need some documents which will be used as evidence. I also require the name of your father, your age and your occupation. Since you have already given me the details, I just need proof of communication between you and IRIS Garden, proof of the deficient services such as pictures of the rooms. You can upload the documents here.

(Upon uploading documents)

User: My father’s name is Pritam Chand Sharma. I am a professor and I am 57 years old.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1jwF49RbC726nCMxM_EE14QxW2QXBMFRd/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) here. 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?

User: Yes, it will be great if you can do that as well.

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/1HTN7zOmda4I-c-RMen9OJL96NeH1Zp2h/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) here and the [Memorandum of Parties](https://docs.google.com/document/d/1VgcSocwJFdNK0l-JOJ291mErchUjwCQv/edit?usp=drive_link&ouid=111802178145645757247&rtpof=true&sd=true) here. You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarized. After filling all the documents and getting the affidavit notarized, 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?

User: 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](https://edaakhil.nic.in/).
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 Punjab as the State and Moga as the relevant 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 "IRIS Garden." 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 Complainant arranged a wedding at IRIS Garden, but the promised services were not delivered. The Complainant seeks a refund and compensation for mental agony."
9. 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.
10. In the next section, verify the details of your complaint and submit your complaint.
11. 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.

User: What is the difference between mediation here and normal mediation?

Consumer Grievance Assistance Chatbot: The only difference is that here, the mediators attached to the consumer court will oversee the proceedings. Further, if the mediation does not work, then the matter is sent back to the court. There is no difference in the manner in which the mediation is conducted.

User: Got it. 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.