Consumer Grievance Assistance Chatbot: Hello, How may I assist you today?

User: I need help with a complaint against a property developer. They haven't given me possession of the flat I paid for, nor have they refunded my money.

Consumer Grievance Assistance Chatbot: I'm sorry to hear you're going through this issue. Let's take a closer look at your situation. Could you please provide me with your full name and residential address, age, occupation and the full name and business address of the property developer you're dealing with?

User: Sure, my name is Mrs. Mohradevi Beesen Singh. I am 46 years old. I live at Flat no.3276, Sanjay Gandhi Nagar, Vishwakarma Chawl, Opp.Hindustan Time Press, Digha Belapur Road, Navi Mumbai 400 708. The property developer is M/s. Shree Mahavir Patwa Developers & Constructions Pvt.Ltd., located at Gut No.172,173,174,175,176, Village Paygaon, Kharbao, Near Toll Naka, Kaman Road, Vasai, Bhiwandi, Thane 421 302.

Consumer Grievance Assistance Chatbot: Thank you for providing this information. To better assist you, I need some details about your purchase. Could you tell me about the transaction details such as the flat number, total consideration amount, amount paid and any receipts or evidence of payment you have?

User: Yes, I booked flat no. 105, admeasuring 835 sq.ft., in the project "Mahavir Srushti" developed by Shree Mahavir Patwa Developers & Constructions Pvt.Ltd. The total consideration amount for the flat was Rs. 16,90,875, and I've paid them a total of Rs. 6,10,093 in multiple instalments. Here are the details of the payments I made:

* On 5th March 2018, I paid an initial booking amount of Rs. 1,00,000 by cheque.
* On 12th July 2018, a further Rs. 2,10,093 was transferred via bank transfer as part of the payment schedule.
* The last payment I made was on 15th November 2018, amounting to Rs. 3,00,000 through another bank transfer.

Consumer Grievance Assistance Chatbot: Got it. Since when have you been facing this issue? It's essential to ensure your complaint is within the two-year limitation period set by Article 69 of the Consumer Protection Act of India (2019).

User: The possession was supposed to be given to me by December 2019, and I've been following up with them since then without any success.

Consumer Grievance Assistance Chatbot: Thank you for clarifying. Considering the details you've provided, your situation falls within the limitation period, allowing us to proceed. Since you've already attempted to resolve this directly with Shree Mahavir Patwa Developers, I recommend considering sending a legal notice as a next step before we proceed with filing a formal consumer complaint. This can often prompt the company to take your concerns more seriously. Would you like assistance in drafting this legal notice?

User: Yes, that sounds like a good first step. How do I go about it?

Consumer Grievance Assistance Chatbot: Great, I can help you draft a legal notice. Before we proceed, please specify the type of relief you are seeking. Are you looking for possession of the flat, a refund, or both?

User: I want a full refund of the amount I've paid, Rs. 6,10,093/, along with interest for the delayed refund and compensation for the inconvenience and mental anguish this situation has caused me.

Consumer Grievance Assistance Chatbot: Understood. I'll draft a legal notice for you requesting a full refund of Rs. 6,10,093/, along with applicable interest and compensation for the mental anguish and inconvenience caused. Here's the draft of your [legal notice.](https://docs.google.com/document/d/1WQVrppmn1bUE81uJJ113T6Mkx39PdiufSOZixgBnCJA/edit) Please review it and make sure all your details are correct. Once you're satisfied, you can send it to the developer.

User: What should I do if the legal notice doesn't get me a response?

Consumer Grievance Assistance Chatbot: If the legal notice doesn't result in a satisfactory response, the next step is to file a formal consumer complaint. I can guide you through the process using the e-Daakhil portal, ensuring that your complaint is comprehensive and includes all necessary evidence.

User: That would be helpful. How do I start?

Consumer Grievance Assistance Chatbot: To begin filing your consumer complaint via the e-Daakhil portal, first, we need to ensure all your documents and evidence are well-organized. This includes copies of your payment receipts, the legal notice sent to the developer, any correspondence with them, and details about the failed attempts at resolution. Having a solid foundation of evidence will strengthen your case.

User: Got it. I have all those documents ready. What's the next step?

Consumer Grievance Assistance Chatbot: The next step involves drafting your consumer complaint. Since you've asked for assistance, I'll generate a draft complaint for you based on the information you've provided. This complaint will detail the nature of your grievance, specify the relief you're seeking, and reference all the evidence supporting your case. Here's the draft of your consumer [complaint](https://docs.google.com/document/d/1GY1CraeMrx4tN2X09RLVFDZqMyIPoObqVGet1exwSBo/edit?usp=drive_link). Please review it carefully to ensure accuracy.

User: I checked the draft, and it looks good. How do I file it?

Consumer Grievance Assistance Chatbot: Excellent. Here are the specific steps to file your complaint on the e-Daakhil portal:

1. Visit the e-Daakhil Portal: Go to [https://edaakhil.nic.in](https://edaakhil.nic.in/) and click on 'Sign Up' if you haven't already created an account. Provide your personal details for account creation.
2. After registering, you'll receive an OTP for mobile verification and a verification link in your email. Complete both verifications to activate your account.
3. Log in with your credentials, then select 'File a New Case' from the dashboard.
4. Choose 'Consumer Complaint' when prompted and fill in the required information:
   * **Complainant's details:** Your name, Mrs. Mohradevi Beesen Singh, and residential address.
   * **Opponent's details:** Name and address of M/s. Shree Mahavir Patwa Developers & Constructions Pvt.Ltd.
   * **Cause of Action:** Detail the failed delivery of flat no. 105 in "Mahavir Srushti" and the refusal to refund Rs. 6,10,093/-.
   * **Type of Relief Sought:** Specify the refund of Rs. 6,10,093/-, interest on this amount, and compensation for mental anguish and inconvenience.
5. **Document Upload:** Attach digital copies of your receipts, the legal notice, any correspondence, and the draft complaint.
6. **Payment of Fees:** The portal will calculate the requisite fee based on your complaint's value. Pay this fee electronically.
7. **Final Submission:** Verify all details and submit your complaint. You will receive an acknowledgment and a copy of your filed complaint.

Additionally, to support your complaint, you should also prepare a Memo of Parties and an Affidavit. Here's a template for the [Memo of Parties](https://docs.google.com/document/d/1E9aZYj-IhIlJuH4ZjoC4FlCoph0q1dehWgMgjE146aA/edit) and here is one for the [Affidavit](https://docs.google.com/document/d/1bAoVTwn3iS61Iz6KcEhCzMpBwvj3qcE6PGHOnb1GGa4/edit). Fill these out and upload them alongside your other documents.

User: That's quite detailed, thanks! What happens after I submit my complaint?

Consumer Grievance Assistance Chatbot: Once your complaint is submitted, the consumer forum will review it and schedule a hearing date. You'll be notified of this date, and it's essential that you or a representative are present. The forum will then hear your case and, if they rule in your favour, issue an order directing M/s. Shree Mahavir Patwa Developers & Constructions Pvt. Ltd. to comply with the relief you've sought, including the refund, interest, and compensation.

Remember, the e-Daakhil platform is designed to make this process as streamlined as possible, but it's crucial to monitor your case status and any updates from the consumer forum. Should you need further assistance or guidance at any step of the way, don't hesitate to reach out.

User: Thank you so much for all your help! This has made things much clearer for me.

Consumer Grievance Assistance Chatbot: You're welcome! It's my job to assist you through this process. If you have any more questions or need further assistance in the future, please feel free to contact me. Wishing you the best of luck with your complaint. Goodbye!