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

User: Food served in my daughter’s marriage was of inferior quality. What can I do?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your experience. Can you please provide more details? Specifically, when the incident happened, its location and the caterer’s name?

User: I had booked a convention hall on 15.05.2015 belonging to Adulux Medicity and & Convention Centre Pvt Ltd for my daughter’s marriage scheduled on 30.08.2015.

Consumer Grievance Assistance Chatbot: Okay. Could you please briefly explain as to what exactly happened on that day?

User: Along with the convention hall, I had booked food services for 1200 guests, the cost of which was Rs.350 per plate. On the day of marriage, only 850 guests came. But even for them, the food was insufficient. Furthermore, the food served was of inferior quality. It was promised that first grade food will be served.

Consumer Grievance Assistance Chatbot: Thank you for sharing those details. Do you want to claim a refund as a remedy?

User: Yes.

Consumer Grievance Assistance Chatbot: Okay. How much do you want to claim as a refund? Do note that you can also claim compensation for mental agony suffered, the cost of legal proceedings, if any, along with a refund for deficiency in service.

User: I would like to claim Rs.5,00,000 as compensation.

Consumer Grievance Assistance Chatbot: Okay. As your first remedy, try contacting Adulux Medicity. Briefly explain the situation and see if they're receptive to any form of apology or goodwill gesture.

User: I did. They are not receptive to any form of refund or compensation.

Consumer Grievance Assistance Chatbot: In that case, you can send them a legal notice. Do you want me to prepare a draft for the same?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay. Before that please provide complete details of you and the opposite party including both of your addresses.

User: My name is G.Padmakumar, S/o.Gopalakrishna Pillai, Girija Mandir, Thottaykkattukara, Aluva, Ernakulam District.

The opposite party is Adulux Medicity & Convention Centre Pvt. Ltd. It has its office in Adulux Junction, Karukutty, N.H.47, Angamaly, Ernakulam District, Pin-683 576.

Consumer Grievance Assistance Chatbot: Okay. Here is a draft [notice](https://docs.google.com/document/d/1_IS2_jEbgLtfrHg6j7GWJC8W5rHOuZM-LMMDA1ZO-3A/edit). Please review this draft letter. You'll need to send it to Adulux’s email, which should be found over the internet, along with a copy of your invoice and any evidence you have. Once you send this notice, they should respond within 15 days. If they don't, or if you're not satisfied with their response, the next step you can take is to file a complaint with the consumer court.

User: How do I go about filing a complaint in court?

Consumer Grievance Assistance Chatbot: Good question. First, determine the jurisdiction. You have the option to file either where the convention centre is located, where Adulux has its registered office or where you reside. Where would you like to file?

User: I would like to file where I reside, that is, Ernakulam.

Consumer Grievance Assistance Chatbot: Okay, then you can file it in the Ernakulam District Consumer Court. You'll need to submit several documents, including the legal notice you sent to the Adulux, their response (if any), and any evidence like proof of payment, guest list, evidence of insufficient and poor quality food. I can generate a checklist for you. Would that be helpful?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is the checklist:

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: Use 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 5,00,000 in the claim amount.
9. Select Kerala as the state and Ernakulam 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 Adulux Medicity & Convention Centre Pvt. Ltd. in the Opposite party name section. Enter its address 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 had contracted the opposite party to prepare food for 1200 guests for my daughter’s marriage. On the day of marriage, only 850 guests arrived. But even for them, the food was insufficient and was of inferior quality than promised.”

1. 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 opposite party, click save and continue.
2. Upload Documents: Attach your index, complaint, memo of parties, affidavit and any other evidence you have that you intend to rely on. You'll also need to attach the opposite party’s response if received.
3. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.
4. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

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

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is the draft [complaint](https://docs.google.com/document/d/1MWRES4frsBlCeWODoJiwpdTwMv28YqF3/edit). Once downloaded, fill in any other detail you think is necessary 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: Okay, you can find the [memorandum](https://docs.google.com/document/d/1AaEO1ngagaVtolXUWGHV7QkKqYYtDtwe/edit) here and the [affidavit](https://docs.google.com/document/d/1w73zrG0jnvHbHtEJxuP5i1U_ADo9zurr/edit) here. 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.