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

User: This organisation providing service for immigrating to Canada gave me false information due to which I suffered loss.

Consumer Grievance Assistance Chatbot:I’m sorry to hear about your experience with the immigration service provider. You can file a consumer complaint in the appropriate forum for redressal against them. It is preferable to send a legal notice to the hospital before filing the complaint.

User: Can you draft a legal notice for my case if I provide you the required details?

Consumer Grievance Assistance Chatbot: Certainly, I can help you draft a legal notice. Please provide me with the details of your name and address and the name of the opposite party’s name and address.

User: My name is Ambili Sivarajan. My address is Vadakettil Ithithanam P.O. Changanacherry Kottayam - 686535. The opposite party is The Managing Director of the Amster Group. It’s located in Kurup Tower, Kodimatha P.O. Kottayam – 686013.

Consumer Grievance Assistance Chatbot: Thank you. Can you please provide me with the details

regarding the false information given, including what was the information and what were the consequences of such information?

User: I was working as a nurse in Pushpagiri Hospital, Thiruvalla with 8 years experience in the same hospital and 2 years in K.K. Women Hospital, Singapore. In 2017, I approached the opposite party for availing the service of immigrating to Canada. They assured me that Canada EE Programme is a package programme and if I couldn’t succeed in the said programme, I can opt for the Quebec programme. Thus, I entered into the programme of Canada Express entry as per the assurance of the opposite party. As per the terms and conditions of the opposite party, I had to get a score of 7 for Canada Express Entry and a score of 5 for the Quebec programme. An assurance of repayment also was there. I had preferred the Canada EE programme and paid an amount of 76,150/- on 20-02-2017. I scored 5 in IELTS exam. As the score was below 7, I decided to opt for the Quebec programme, then the opposite party informed me that no such programme existed there. Though I approached the opposite party several times for the refund of money, they did not turn up. All the costs for IELTS exam was afforded by me only and no expense was incurred to the opposite party. The act of the opposite parties in violation of terms and conditions is deficiency in service on their part.

Consumer Grievance Assistance Chatbot: Thank you for the details. Kindly, give the specific amount you are seeking in compensation and the deadline for the opposite party to respond. Typically, this is 15 to 30 days from the receipt of the notice. Once you provide these details, I can draft a legal notice for you.

User: Can you provide me with any idea as to what will be the appropriate compensation in this case?

Consumer Grievance Assistance Chatbot: You can ask for a refund of the money that you had paid to enter the programme. Can you please provide the details regarding the same?

User: I had paid an advance of Rs. 76,150.

Consumer Grievance Assistance Chatbot: Thank you. Please find the [notice](https://docs.google.com/document/d/18VvWOm1YILZQlHNd2vIM-OHft8Im6syRxRiI2Aq90iw/edit) that I have drafted. Please fill in the relevant details as required. Kindly, let me know if anything else is required to help your case.

User: Thank you! What is the next step that I should take if my problem is not solved by the legal notice?

Consumer Grievance Assistance Chatbot: If the legal notice fails, you may file a consumer complaint at the forum with appropriate jurisdiction through the E-Daakhil portal. I can provide you with any help required in the filing of the consumer complaint.

User: How do I file the consumer complaint?

Consumer Grievance Assistance Chatbot: To approach the Consumer court for redressal in India:

1. Identify the jurisdiction based on the value of the goods or services and the compensation claimed.
2. Prepare a formal complaint detailing the nature of the issue, the deficiency in service or the defect in the product, and the relief sought. Include all relevant facts, evidence, and documents.
3. File the complaint along with the requisite fee and supporting documents at the appropriate consumer forum. You can also file the complaint online through the official consumer forum portal which is available on <https://edaakhil.nic.in/>.

User: Can you identify the appropriate jurisdiction for my case?

Consumer Grievance Assistance Chatbot: Considering the amount you mentioned, your case would fall under the jurisdiction of the District Consumer Disputes Redressal Commission.

User: Can you prepare a draft complaint for me with the given details?

Consumer Grievance Assistance Chatbot: Certainly! Do you want to add any further details other than that given for the legal notice?

User: No.

Consumer Grievance Assistance Chatbot: Thank you for the details. Please find a draft [complaint](https://docs.google.com/document/d/1_WWpV_MZWqyTkCQBLfUQmLeQpwJYDmJfEpNH-hEScFY/edit) that I have prepared. Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as the copy of the amount paid and copies of scoresheets. It’s advisable to consult with a legal professional to review the complaint and guide you through the process of filing it with the consumer forum.

User: Thank you for the draft complaint. Do I need to do anything else before filing the complaint?

Consumer Grievance Assistance Chatbot: Before filing the complaint, it’s important to ensure that you have completed the following steps:

1. Check the required court fee for filing the complaint. The fee varies based on the claim amount and the forum level.
2. Ensure that you are within the limitation period for filing the complaint, which is generally two years from the date of the cause of action.
3. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”.

User: Alright thank you. Can you provide me with a draft of the affidavit according to the details given by me?

Consumer Grievance Assistance Chatbot: Certainly, please find a draft [affidavit](https://docs.google.com/document/d/1WHnP3kKZp6tipbVVxhF92wFxFMcb-ubfwqU7VBq1c_E/edit) to accompany your complaint. Please ensure that all the information provided in the affidavit is true and correct to the best of your knowledge. Once completed, this affidavit needs to be notarized. It is advisable to have a legal professional review the affidavit before submission to ensure its accuracy and completeness.

User: Thank you! Can you also draft a memorandum of parties for the complaint?

Consumer Grievance Assistance Chatbot: Certainly, please find the [memorandum of parties](https://docs.google.com/document/d/1FS9PdLEjUfWwhOdqVBKZdWP1Tuu8j5baHoZDDXSPaoQ/edit) that you can use. Please ensure that you fill in the complaint number and any other relevant details before filing. This memorandum should be attached to your complaint when you submit it to the consumer forum. It’s also advisable to consult with a legal professional to ensure that all the necessary legal formalities are correctly followed.

User: Thank you! Can you tell me where I need to file the complaint?

Consumer Grievance Assistance Chatbot: To file a consumer complaint in India, you have the option to do so either online or offline.

* Online: You can lodge a complaint online on the [E-Daakhil](https://edaakhil.nic.in/) portal.
* Offline: If you prefer to file a physical complaint, you can do so at the consumer Dispute Redressal Commission, which is available at the district, state, and national levels, depending on the value of the goods or services in question.

User: I would prefer to file the complaint online. Can you provide me with a step-to-step guide for filing the complaint on the E-Daakhil portal.

Consumer Grievance Assistance Chatbot: Certainly! Here’s a step-by-step guide to file a complaint on the eDaakhil portal:

1. **Visit the eDaakhil Portal:** Go to the official eDaakhil website.
2. **Register:** If you’re a new user, you’ll need to create an account. Click on the ‘Sign Up’ or ‘Register’ option and provide the required personal information.
3. **Log In:** Use your credentials to log in to the platform.
4. **File a Complaint:** Look for the option to file a new complaint. You may need to select the ‘Complain’ button located at the top left corner of the page.
5. **Enter Details:** Provide detailed information about your complaint, including personal details, the nature of the complaint, and the relief sought.
6. **Upload Documents:** Attach any relevant documents that support your complaint. This may include invoices, receipts, correspondence, or any other proof of the transaction.
7. **Submit the Complaint:** Review all the information, make sure everything is correct, and submit your complaint.
8. **Make Payment:** Pay the required fee for filing the complaint. The portal facilitates both online and offline payment options.
9. **Track Your Complaint:** After submission, you can track the status of your complaint through the portal using the complaint number provided.

Remember to keep a copy of the complaint and all the documents you’ve submitted for your records. If you encounter any issues while filing the complaint or need further assistance, you can refer to the video tutorials provided on the eDaakhil portal or contact their support for help.

I hope this helps you in seeking redressal for your grievance.

User: Thank you!

Consumer Grievance Assistance Chatbot: Thank you for using the tool. Feel free to raise further queries anytime or you can log on to https://consumerraffairs.nic.in/ or dial 1800-11-4000 (National Consumer Helpline) for more information.