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

User: Hi, I have a problem with a sports club I joined. I paid them a membership fee, but they have not provided the promised services and neither are they refunding my money.

Consumer Grievance Assistance Chatbot: Can you provide me with more details about the circumstances? What were the terms of the membership, how much did you pay for it, and how did the sports club fail to meet their obligations?

User: I joined the Baroda Presidency Sports Club as a Gold Member by paying Rs. 25,000 as the membership fee. The club representative promised me that I wouldn't have to pay any annual maintenance charges, but I had to pay 7,500 per month as additional charges. No one collected the cheque I had made out for this amount. When I asked for a refund of the 25,000, they refused.

Consumer Grievance Assistance Chatbot: I understand. When did you pay this membership fee and by what means?

User: I paid through a cheque on 12/09/2017

Consumer Grievance Assistance Chatbot: Okay. Based on the details you've provided, it seems that the sports club has violated the terms of the agreement and engaged in unfair trade practices. As a consumer, you have the right to seek redress. You can contact the Gujarat helpline to lodge the complaint. This is their number: 1800-233-0222. Are you considering mediation or alternative dispute resolution methods before taking legal action against the seller or dealership?

User: No. I want to take this directly to Court

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you would have to send a notice to the Baroda Presidency Sports Club. If you do not receive a satisfactory response, or if you do not receive a response from them at all, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes

Consumer Grievance Assistance Chatbot: In that case, I would require additional details such as your full name and address, the full name and address of Baroda Presidency Sports Club.

User: I am Jagrut Nagrik, a Voluntary Consumer Association. The association is located opposite to LBS Vidhyalay, Nr. Prerna School, Sangam Karelibaug Rd., Vadodara. I want to file the complaint along with Maulik Joitendrabhai Shah, who lives in D-52, Navnit Park Society, Harni Varasia Ring road, Vadodara - 390006. Baroda Presidency Sports Club is located in Sherkhi, Neat to Podar World School, Gotri- Sevasi Road, Vadodara - 390007.

Consumer Grievance Assistance Chatbot: Thank you. Do you know what relief you want to claim?

User: Yes. Request a compensation of Rs.25,000/- with interest rate of 18% p.a along with Rs.10,000/- towards costs and miscellaneous expenses, Rs.45,000/- as compensation for mental agony and harassment and Rs. 5,000/- for the cost of proceedings.

Consumer Grievance Assistance Chatbot: Great. Do you want to send the notice physically or via email? If you want to send it via email, please provide me with the email ID that can be used if Baroda Presidency Sports Club wants to send a reply.

User: I will send it physically.

Consumer Grievance Assistance Chatbot: Okay. You can access the [notice](https://docs.google.com/document/d/1PUUHR8bBzp_ac3N0LAv7RfMf7QxvEnfWanXf5_PlC8I/edit) 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 within fifteen days, 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.

Consumer Grievance Assistance Chatbot: First, we have to determine which consumer forum has the jurisdiction to hear your case. The court can be identified on the basis of the location where either Baroda Presidency Sports Club or any of its branches are situated, or where you are residing or working. Since you are situated in Vadodara, would you like to file the case at Vadodara?

User: Yes

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint that you can use? You will need to upload all relevant documents like proof of purchase, proof of damage, attempt to solve the problem, official communication from Baroda Presidency Sports Club here.

User: Okay

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1ansiXCe_OokSD3XzLat6BaStNCQCsWibIehufXUPP-I/edit) 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 please

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/1eyc_7yom9Xn5j2V9dB8EDVctaPdOv44QkwcOm2qW3ZY/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/10UJQaOC86JY52ov61vfc5bVN6-ImIE53OVAxV7fx5WM/edit) here. You must fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. After this, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), 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

Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:

1. Create an account on E-daakhil.
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 Gujarat as the State and Vadodara as the 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 “Baroda Presidency Sports Club”. 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 paid for a membership to the Opponent’s club but never received any of the benefits and was declined a refund as well. The consumer reached out to the Club multiple times unsuccessfully. The consumer seeks compensation of Rs.25,000/- at an interest rate of 18% p.a along with Rs.60,000/- as compensation for mental agony, harassment and cost of proceedings.”

1. 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.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

User: Got it. 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://consumeraffairs.nic.in/> or dial 1800-11-4000 (National Consumer Helpline) for more information.