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 my child's school fees. They are demanding fees for an entire quarter even though my child only attended for 2-3 days. The school is refusing to refund or prorate the fees for the little time my child was there.

Consumer Grievance Assistance Chatbot: Charging the full quarter's fees for only 2-3 days of attendance could potentially be seen as an unfair trade practice under consumer protection laws. Did you sign any agreement with the fee policy when enrolling your child initially or did the school provide proper disclosure of this quarterly fee policy before demanding payment?

User: When I enrolled my child initially, I did sign an admission form stating the fees were non-refundable. However, that didn't specify they could charge a full quarter's fees for only 2-3 days of attendance.

Consumer Grievance Assistance Chatbot: Have you escalated this issue to higher authorities at the school already?

User: I raised this issue with the school administration requesting they pro-rate the fees, but they refused.

Consumer Grievance Assistance Chatbot: When did the school demand that you pay the entire fee and when did you pay the fees?

User: I applied for a leaving certificate on 8th April 2018, but the school refused until I paid the fee. I needed the leaving certificate on an urgent basis so I paid Rs. 13,200/- on 31/05/2018 upon which I got the certificate.

Consumer Grievance Assistance Chatbot: Okay. Are you considering mediation or alternative dispute resolution methods before taking legal action against the seller or dealership?

User: No. I want to take it to Court.

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you would have to send a notice to the school. 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 the school, the principal and chairman of the school.

User: My name is Jitendra Khatri. I live in C- 103, Aries signature, Opp. Shyam Tulsi society, Diwalipura, Vadodara. The Poddar World school is situated in Anandilal and Ganesh Poddar society, Saraswati road, Santacruz (West), Mumbai 4000 12. The chairman’s address is 85, Poddar centre Charbaug post, Office, Dr B.R. Ambedkar Road, Parel, Mumbai 400 012. The principal’s address is Bhimpura Koyai Channel Road, Sherkhi,Vadodara 391 330.

Consumer Grievance Assistance Chatbot: Thank you. Do you know how much compensation you would like to claim?

User: Yes. I want a refund of the excess fees of Rs.13,200/- charged for the quarter and Rs. 1,00,000/- as compensation for mental agony.

Consumer Grievance Assistance Chatbot: Okay. 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 by the school, the principal and the chairman if they want to send a reply.

User: I will send it physically.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1-BkUeFFdMESQX_V80Y7YYtDNVlIdVfaFWc6M8_9uRwk/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 the school, the principal, or the chairman 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 the school here.

User: Okay

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/155dAEP9JxunSnfTXEPz4kdsTuFnbkvqfgG1gWfPNiWA/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/1urjlx9nI_vEgXqpb5rkANVSOqQ92e8vRkhGiuqUoikg/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1OobuyWLsSrZofEr4xTIAz4zAyOHzZe0aYsB9VX39y-o/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 “The Poddar World school”, “The Principal” and “The Chairman”. 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 seeks refund of excess fees of Rs.13,200/- charged for the entire academic quarter despite his daughter attending only 2-3 days, amounting to deficiency in service and unfair trade practice by the opposite party school.”

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.