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

User: I have an issue regarding a contract for interior design services; I have paid an advance and there has been no work done nor any plans shown to me. I want my advance back.

Consumer Grievance Assistance Chatbot: Hi, I understand you have a consumer complaint related to a contract for interior design. Could you please provide me with details of when you entered into this contract for service?

User: 25.11.2020. I paid the advance before that though.

Consumer Grievance Assistance Chatbot: With whom did you sign the contract?

User: SSM Designs, Margao. I want to file a complaint against them.

Consumer Grievance Assistance Chatbot: Got it. Could you give me the details of your payment, such as the amount and any other details of your transaction?

User: I paid the advance in three installments i.e. ₹45,000/- on 20.11.2020, ₹43,000/- on 27.11.2020 and ₹37,000/- on 30.11.2020. The total amount they asked as advance was Rs. 1,25,000.

Consumer Grievance Assistance Chatbot: Got it, thank you! What were the assurances that SSM Designs gave you?

User: They said my family would be taken to show some projects that were completed by them, but no such thing was done. They agreed to prepare a walk in video to show the actual work, however this was also not done. When I asked for the plans, I received evasive replies, and even when they did send it, I couldn’t understand. So I requested them to send hard copies of the same with explanations, but they didn’t.

Consumer Grievance Assistance Chatbot: I understand. This sounds very distressing. Can you tell me about your attempts to resolve this?

User: I informed them verbally that I did not want to continue with their services, but on 2nd February 2021 they emailed me, mentioned the stages of work completed and also informed that the design development drawings had been presented to me and approved in their office, though this never happened — I only saw the ones sent via email. On 09.02.2021 I replied and corrected them regarding the actual position and work done, and as a good gesture informed to keep an amount of ₹20,000/- from the advance payment and refund the remaining amount of ₹1,05,000/-. However, they sent me a letter dated 20.02.2021 through registered A/D in which they refused to pay the amount of ₹1,05,000/- and added that they had waived the balance amount of the professional fees amounting to ₹62,500/-.

Consumer Grievance Assistance Chatbot: You seem to have attempted to resolve it through informal means. Would you like to send them a legal notice? I can prepare a format for the notice.

User: Yes, please!

Consumer Grievance Assistance Chatbot: I’ll need your name and address, as well as that of the interior design firm.

User: My name and address are as follows: Mr. Ashok Jain, Son of Bherumal Jain, Aged about 48 years, Resident of Flat No. 103, Lotus Terraces, Vidhyanagar, Margao Goa. The firm is represented by its proprietor Ar. Sheetal Morajkar, and its office is SSM Designs, Building No.4, Office No. 12, Marao Kenny Complex, Caranzalem, Panaji Goa 403 002.

Consumer Grievance Assistance Chatbot: Thank you! Here’s your [notice](https://docs.google.com/document/d/18iEIy38jBOPDDCRDtj2NxevsCn8Rd6iDsnz2dZboA8U/edit). Is there anything else I can help you with?

User: Thank you! What if they don’t respond?

Consumer Grievance Assistance Chatbot: After sending this notice you can proceed with filing a consumer complaint. Should I give you more information regarding the next steps?

User: Yes please.

Consumer Grievance Assistance Chatbot: Alright! What remedy would you like through your complaint?

User: I want my advance back and the firm to pay me Rs. 20,000 for mental agony.

Consumer Grievance Assistance Chatbot: That sounds reasonable. Do you have any evidence of your transactions?

User: I have the original contract as well as copies of the emails and other correspondence received from them, is that enough?

Consumer Grievance Assistance Chatbot: Yes, that’s fine. Since the total amount you paid for the service is Rs. 1,25,000 as consideration, the complaint will be filed in a District Commission. You, as the complainant, reside in South Goa, and the respondent carries out business in North Goa. You can file in either jurisdiction.

User: I’d like to file in South Goa where I live.

Consumer Grievance Assistance Chatbot: Below is the process of filing a consumer complaint before the South Goa District Consumer Disputes Redressal Commission for the above dispute through the e-Daakhil portal:

1. Create an Account: If not already registered, create an account on the e-Daakhil 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 the amount you are seeking as compensation in the claim amount.

9. Select Goa as the state and South Goa 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 SSM Designs, in the Opposite party name section and Building No.4, Office No. 12, Marao Kenny Complex, Caranzalem, Panaji Goa 403 002 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 have paid an advance to SSM Designs for interior design services and there has been no work done nor any plans shown to me for my approval. I would like to have my advance payment returned.”

14. 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 the opposite party, click save and continue.

15. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

16. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

17. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

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

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure! Here is the pre-filled [complaint](https://docs.google.com/document/d/1lh8hly5GS1Ej3SpWLpOA9pF7aQqzEmquPb_AqvvQs6w/edit) based on the information you’ve given me. Once downloaded, fill in all blank details, review 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. Shall I generate the same?

User: Yes

Consumer Grievance Assistance Chatbot: Sure. You can find the [affidavit](https://docs.google.com/document/d/11eXp_iJja01yMOK-f83JoHdqd3ewRO1bjTNmmW5_rDs/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/19DCojv8Vl_8pv6_mgydvObBWZI31Y5jNM9wnALRksZk/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 it.

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.