Consumer Grievance Assistance Chatbot - Hello, how can I assist you with your consumer complaint today?

User - Hi, I need help with a consumer complaint. I paid for a medical entrance coaching course expecting in-person classes, but they switched to online without telling me. I've asked for a refund multiple times, but they haven't responded. What should I do?

Consumer Grievance Assistance Chatbot - I'm sorry to hear about your situation. Could you tell me the name of the institute, how much you paid, and if you have any written records of your refund requests?

User - The institute is Delhi Academy of Medical Sciences Pvt Ltd. The total fee was Rs. 1,16,820. I have email records of my refund requests which they ignored or rejected.

Consumer Grievance Assistance Chatbot - Given the details, it seems like a clear case of service deficiency. I recommend sending them a final legal notice demanding a proportional refund. If they still don't comply, you can file a consumer complaint. Do you need assistance drafting the legal notice?

User - Yes, please help me draft the notice. Also, can you guide me on how to file the consumer complaint?

Consumer Grievance Assistance Chatbot - Absolutely. Let's start with the legal notice. Here is your [notice](https://docs.google.com/document/d/1YOnDwnaOaAwlhZK1J0SPVgkL8srXr8iY/edit). Please review this draft and let me know if you need any changes. For filing a consumer complaint, the process is straightforward via the e-Daakhil portal. You'll need to create an account, log in, and submit your complaint with necessary details and documents like the purchase invoice, email communication, and the legal notice. There's a nominal court fee for claims below Rs. 20 lakhs. I can guide you step-by-step if you like.

User - That would be great. Can you tell me what documents I should prepare?

Consumer Grievance Assistance Chatbot - For filing your complaint, you should prepare the following documents:

1. \*\*Legal Notice Copy:\*\* The notice you've sent to the institute.

2. \*\*Proof of Payment:\*\* Any receipts or bank statements showing the fee payment.

3. \*\*Communication Records:\*\* All emails or messages exchanged with the institute regarding the issue.

4. \*\*Course Details:\*\* Any brochures or documents that show the course was initially supposed to be in-person.

To file the complaint, you will need to:

- Register and verify your account on the e-Daakhil portal.

- Log in and navigate to the 'Consumer Complaint' section.

- Fill in the necessary details of your case, attach the documents, and pay the court fee.

User - How long does it usually take for the consumer forum to resolve such cases?

Consumer Grievance Assistance Chatbot - Typically, consumer forum cases are expected to be resolved within 3-5 sittings, with a decision made within 90 days after all evidence and arguments are presented. However, timelines can vary depending on the specific district forum. Here is your [complaint](https://docs.google.com/document/d/158mdcB4zKnjuPULL6SCwV7pd75CvfhuZhv5hA-4j_G8/edit).

User - Do I need to upload any other documents to file a complaint on the portal?

Consumer Grievance Assistance Chatbot - Yes, you need an Affidavit and Memorandum of Parties. Here is your [affidavit](https://docs.google.com/document/d/1JfueczwtG24sU5u-5ZwtnNY1uUyduOLUDywOT3PLt48/edit) and [MoP](https://docs.google.com/document/d/125dZvtQBkXbRxEdny0EXE_wRzqtj-WpTqWBHmpjclyw/edit). Please print both these documents and verify the names and addresses on both. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both these documents should be scanned and uploaded on the e-Daakhil portal.

User - And what about mediation? Is that an option?

Consumer Grievance Assistance Chatbot - Yes, under the Consumer Protection Act 2019, mediation is a recommended option. It involves a neutral third party helping both sides reach an amicable resolution. If it's unsuccessful, the case proceeds in the consumer court.

User - What's the difference between this mediation and regular mediation?

Consumer Grievance Assistance Chatbot - Court-attached mediation under the consumer court is a structured process facilitated by mediators appointed by the court. It's a part of the legal process and, if successful, can lead to a faster resolution than going through the full court proceedings.

User - Got it, thanks for your help!

Consumer Grievance Assistance Chatbot - You're welcome! Remember to keep all your documents organized and follow the steps carefully. If you have more questions or need further assistance at any stage, feel free to reach out. Good luck with your case!

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.