**Consumer Grievance Assistance Chatbot:** Hi! I am your consumer grievance assistance tool. How may I assist you today?

**User:** Hi, I've encountered a serious issue with Swapnapurti Homes regarding a flat I booked and I need to file a complaint.

**Consumer Grievance Assistance Chatbot:** I'm sorry to hear that you're facing issues with your property booking. Let's take this step by step to see how we can assist you. Could you please provide me with your full name, age, and residential address?

**User:** My name is Rakesh Giridhari Yadav, I'm 33 years old, and my address is B-502, Chandresh Udyan, Lodha Heritage, Desale Pada, Dombivali East 421 201.

**Consumer Grievance Assistance Chatbot:** Thank you, Mr. Yadav. Can you also provide the full name and business address of the opposite party, M/s Swapnapurti Homes, and its partners, if known?

**User:** Yes, the partners are Mr. Sharad Amrut Mozar, Mr. Ashish Amrut Mozar, Mr. Balkrishna Amrut Mozar, and Mr. Sanjay Shedage. Their registered office is at 02 & 03, Ground Floor, Building No.1, Sarvoday Garden, Opp. Railway Station, Kalyan West-421 301.

**Consumer Grievance Assistance Chatbot:** Great, I have noted down the details. Could you now tell me about the nature of your complaint, including the details of the transaction, the amount paid, and the problems faced?

**User:** I booked a 1BHK flat measuring 450 sq.ft. at Nerepada, New Panvel project of Swapnapurti Homes in 2020. The total consideration was Rs. 6,75,000/-, and I've paid Rs. 3,00,000/- in multiple installments for which I've received receipts. A notarized agreement was executed on 04/01/2021. However, they failed to hand over possession within the promised 18 months. Their office was shut down, and they are not responding to my contacts.

**Consumer Grievance Assistance Chatbot:** It's unfortunate that you're going through this. Before proceeding to file a legal notice or complaint, it's often advisable to consider alternative dispute resolution methods such as mediation, which can be a quicker and less adversarial way to resolve disputes. Would you consider mediation with Swapnapurti Homes?

**User:** Given that their office is shut and they are not responding, I doubt mediation will work. I want to proceed with legal action.

**Consumer Grievance Assistance Chatbot:** Understood. Since you've attempted to resolve this directly without success, the next step is indeed to prepare for legal action. Initially, sending a legal notice to the opposite party outlining the situation and your demands might encourage them to settle the matter. Do you want assistance in drafting a legal notice?

**User:** Yes, please help me with drafting the legal notice.

**Consumer Grievance Assistance Chatbot:** Alright. Based on the information you've provided, I will generate a draft for you. Here is your [**notice**](https://docs.google.com/document/d/19xRXrywzsrS0fGflYDdeUAEi3jv-wQByFMLZRdr95pM/edit). This document outlines the nature of your complaint, your attempts at resolution, and your demands from Swapnapurti Homes. Please review it carefully, and make any necessary adjustments.

**User:** What if they still don't respond or refuse to meet my demands after receiving the legal notice?

**Consumer Grievance Assistance Chatbot:** You can file a formal consumer complaint if the legal notice does not lead to a satisfactory resolution. You're seeking either the possession of your flat or a refund with interest, correct? Also Kindly upload all documents relevant to evidence such as copies of the agreement and receipts at the provided [Link].

**User:** Yes, that's correct and also compensation for mental ago and litigation costs. How do I go about filing the consumer complaint? [Uploads documents]

**Consumer Grievance Assistance Chatbot:** Since your complaint involves a property transaction that hasn't been honoured within the stipulated timeframe, let's ensure that your case is drafted comprehensively. Here is your [**complaint**](https://docs.google.com/document/d/1y3kdOENyYqsDJLnxlQGveKS22UM7eF0di5MMcYHOl1c/edit). After reviewing and making any necessary adjustments, the next step would be to file this complaint through the e-Daakhil portal, which is designed for filing consumer complaints electronically. You will also need to upload an affidavit and memorandum of parties. Shall I generate these documents?

**User** - Yes, please.

**Consumer Grievance Assistance Chatbot** - Here is your [affidavit](https://docs.google.com/document/d/1MAr-Q0fuMi1bYxfEd8efy_K_fLpbYMSzVW-eqID7wrg/edit) and [MoP](https://docs.google.com/document/d/1G-59i4cHrAw-Yl5Uzwuyo3xL88PcA-mlb0uN9uN0_7I/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 also be scanned and uploaded on the e-Daakhil portal.

**User:** Okay, how do I file these documents on e-Daakhil?

**Consumer Grievance Assistance Chatbot:** Here are the steps to file your consumer complaint on the e-Daakhil portal, tailored to your case:

1. Visit the e-Daakhil Portal: Access the official e-Daakhil portal website.
2. **Registration:** Click on 'Sign Up' to create a new account. Fill in your personal details, including name and contact information, and create a secure password.
3. **Mobile and Email Verification:** You'll receive an OTP on your mobile for verification and a link in your email. Follow the instructions to verify
4. **Login:** With your email and mobile verified, log in using your credentials.
5. **File a New Case:** From the dashboard, select 'File a New Case' and choose 'Consumer Complaint'.
6. **Complaint Details:** You'll need to provide:
   * **Complainant's details:** Your name, age, address, and contact information.
   * **Opponent's details:** Full names and the office address of M/s Swapnapurti Homes and its partners.
   * **Cause of Action:** Detail about the flat booked, the agreement, payments made, and the failure to deliver possession as promised.
7. **Type of Relief Sought:** State clearly whether you're seeking possession or a refund with interest, plus compensation and litigation costs as discussed.
8. **Document Upload:** Attach digital copies of all relevant documents such as the payment receipts, the agreement, and any correspondence with Swapnapurti Homes.
9. **Payment of Fees:** The platform will guide you through paying the required fees electronically.
10. **Final Submission:** After reviewing all the details, submit your complaint.

**Consumer Grievance Assistance Chatbot:**  Once you have reviewed, signed, and notarized these documents, you can scan and upload them along with your complaint on the e-Daakhil portal. Do you need any further information?

**User:** No.

**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.