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

**User**: Hi, I've had a problem with a service provider not keeping their end of a contract, and I need to file a consumer complaint.

**Consumer Grievance Assistance Chatbot**: I'm sorry to hear that you're facing this issue. To help you effectively, I'll need some information about the contract and services. Can you tell me the name of the service provider and the nature of the services they were supposed to provide?

**User**: The provider is Mr. Rakesh L. Gambhani of R.S.Enterprises. I had an agreement with them to air my ads on cable television, but they stopped broadcasting them early.

**Consumer Grievance Assistance Chatbot**: For us to proceed with filing a complaint, could you provide the details of when the contract was signed, when the service was supposed to start airing, and when it ceased?

**User**: The contract was signed for my campaign ads to be broadcast from the 5th to the 13th of October, 2020, but they stopped airing on the 9th of October.

**Consumer Grievance Assistance Chatbot**: I see. That's a clear issue, especially given the time-sensitive nature of the campaign. Did you make any payments for the services?

**User**: Yes, I paid Rs. 90,000 in total, and after they stopped the service, they issued a bill for Rs. 8,989 and returned Rs. 50,000 to me.

**Consumer Grievance Assistance Chatbot**: Alright, we will need records of those transactions. Do you also have any written communications regarding this matter, such as emails or text messages that might show correspondence attempting to address the service cessation?

**User**: I do have some emails and messages that I can provide as evidence.

**Consumer Grievance Assistance Chatbot**: Great, having that evidence will be beneficial for your complaint. Now, let's talk about what you are seeking as a resolution. What relief are you asking for in this complaint?

**User**: I'm seeking compensation of Rs. 16 lakhs along with applicable interest, as well as litigation costs, due to the opponent's breach of contract and the significant impact it had on my election campaign.

**Consumer Grievance Assistance Chatbot**: Understood. Can you confirm your full name and residential address for the complaint filing?

**User**: It's Mr. Prakash Panjumal Kukreja, and my residence is at Flat no. 606, Navjeevan Tower, Opp. Jaslok High School, O.T.Section, Ulhasnagar 421 003.

**Consumer Grievance Assistance Chatbot**: Thank you, Mr. Kukreja. And does the opponent also reside in Ulhasnagar?

**User**: Yes, the opponent's business address is Shop no. 15, New Super Market, Shivaji Chowk, Ulhasnagar 421 003.

**Consumer Grievance Assistance Chatbot**: Perfect. With this information, we're ready to draft your complaint. Please hold on a moment while I prepare the draft for you. Thank you for providing all the details. Let's ensure everything is correct:

* **Name of Service Provider:** Mr. Rakesh L. Gambhani, R.S.Enterprises
* **Service Provider Address:** Shop no. 15, New Super Market, Shivaji Chowk, Ulhasnagar 421 003
* **Nature of Contract:** Telecasting of your political campaign ads on the Konark-USA-DEN Cable Network
* **Contract Period:** From 05/10/2020 to 13/10/2020 up to 6 PM
* **Service Interruption Date:** 09/10/2020
* **Payment Made:** Rs. 90,000 with a returned amount of Rs. 50,000 and a subsequent bill issued for Rs. 8,989
* **Relief Sought:** Compensation of Rs. 16 lakhs plus interests and litigation costs

**User**: Yes, that’s correct.

**Consumer Grievance Assistance Chatbot**: Based on this information, I will create a draft complaint for you to review. This draft will outline the details of the contract, the deficiency in service, the attempts made to resolve the issue, the breach's impact on your campaign, and the compensation you are seeking. Here is your [complaint](https://docs.google.com/document/d/1EEVCtNdth4azR7IzF2YkNxWFvwke6ITkLEQgOPl-dyI/edit).

**User**: That looks good. What should I do after I check and am happy with the draft?

**Consumer Grievance Assistance Chatbot**: Once you have verified the draft and it reflects your situation accurately, you can proceed to file the complaint. Since both you and the service provider are located in Ulhasnagar, the complaint will be filed with the District Consumer Disputes Redressal Commission in Ulhasnagar.

If you are ready, I can guide you through the online submission process using the e-Daakhil portal.

**User**: Yes, I'd like to know how to submit my complaint online.

**Consumer Grievance Assistance Chatbot**: To submit your consumer complaint through the e-Daakhil portal, please follow these steps:

1. Navigate to the e-Daakhil portal [website link].
2. Register an account by clicking on 'Sign Up' and providing your personal details.
3. Verify your account using the OTP sent to your registered email and mobile number.
4. Log in with your credentials.
5. Select the 'File a New Case' option.
6. Choose 'Consumer Complaint' from the dropdown menu.
7. Read and accept the terms and conditions to proceed.
8. Enter the complaint details as per the draft complaint.
9. Upload digital copies of all relevant documents, including the contract, payment receipts, the partial refund bill, and any communication records.
10. Pay the filing fee as per the claim amount; the exact fee will be displayed on the portal.
11. Submit the complaint and save the acknowledgement receipt for your record.

You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

**User**: Yes, please.

**Consumer Grievance Assistance Chatbot**: Okay, Here is your [MoP](https://docs.google.com/document/d/1kjpyo3My7cM8sA0JFTbrtXa1Wy7daBdApamKmA48AEo/edit) and [affidavit](https://docs.google.com/document/d/1QIsXGeNsWBKamv8l5aljJBPcxNS5PW2Sagydcvw_wjo/edit). 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 all for now. Thanks.

**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.