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

**User**: Hi, there's a problem with a purchase I made from R.K. Builders and Developers for a room in Bhavya Gharkul Yojana at Dhokali. I need help filing a complaint.

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

**User**: Sure, my name is Mr. Bijay Nitay Pal,45 and my address is Sarkar Darshan, B/4th floor, Room no.40, Kisan Nagar, Wagle Estate, Thane (West).

**Consumer Grievance Assistance Chatbot**: Thank you, Mr. Pal. Now, could you please share the full name and business address of the opposing party?

**User**: The opposite party is Mr. Rakesh Shripat Singh, an authorized partner. The business address is R.K. Builders and Developers, 24/25, Ground floor, Building no.5, Near Sarvoday Nagar, Bhanusagar Theatre, Kalyan (West).

**Consumer Grievance Assistance Chatbot**: Great, thank you for providing that information. Can you tell me more about the nature of your complaint, including the date of purchase and the amount paid?

**User**: Yes. I made a notarized Memorandum of Understanding (MOU) on 27/03/2020 for a room in the project Bhavya Gharkul Yojana at Dhokali. I paid Rs. 5,50,000/- for it. The construction was incomplete, and they didn't hand over possession or complete the sale agreement. There were lots of promises made that weren't kept.

**Consumer Grievance Assistance Chatbot**: It sounds like you've had a challenging experience. Have you made any attempts to resolve this issue with Mr. Singh or R.K. Builders and Developers?

**User**: I demanded a refund and sent multiple letters for the title documents, but there's been no response or action from their side.

**Consumer Grievance Assistance Chatbot**: Understood. Before we proceed to drafting a legal notice, it's essential to consider alternative dispute resolution methods, such as mediation. Mediation can be a cost-effective and quicker way to resolve disputes compared to court proceedings. Would you like to consider sending a mediation request to Mr. Singh before moving forward with other legal actions?

**User**: Considering they haven't responded to my letters, I doubt they'd agree to mediation. I think proceeding with a legal notice is fine but I also want to file a complaint.

**Consumer Grievance Assistance Chatbot**: That's ultimately your decision. I'll assist you in drafting the legal notice. Since you've attempted communication with no success, outlining your grievances formally might prompt them to address the issue.

Given the details you've provided, your notice will demand a refund of the amount paid (Rs. 5,50,000/-), along with compensation for mental agony and litigation costs due to their alleged false promises, defects in construction, deficiencies in service, and unfair trade practices.

Once you review and send this notice, if there is still no resolution, we can move forward with filing a consumer complaint. Would you like to go through the type of relief you are seeking so I can include it accurately in both the notice and the potential complaint?

**User**: Yes, apart from the refund, I’d want compensation for mental agony and the costs I'll incur filing this complaint.

**Consumer Grievance Assistance Chatbot**: Understood. Could you specify the compensation amount you're seeking for mental agony and the estimated litigation costs?

**User**: I think Rs. 2,00,000 for mental agony and Rs. 20,000 for litigation costs should be fair.

**Consumer Grievance Assistance Chatbot**: Thank you. I'll include these amounts in the draft legal notice and prepare a draft for your consumer complaint as well. Here is your [**notice**](https://docs.google.com/document/d/1EGpxptR02mstJxZ_tNof1qTkbJjkgCi_w5tPIt70McM/edit). Before I continue with the complaint draft and guide you through the e-Daakhil portal steps, do you have any documentation or evidence, such as the MOU, payment receipts, or copies of letters sent to R.K. Builders and Developers?

**User**: Yes, I have all those documents saved and ready.

**Consumer Grievance Assistance Chatbot**: Perfect; having such documents will be vital for your case. Here is your [**complaint**](https://docs.google.com/document/d/13TMBX6Ge3XSoIjxL6rsh4ZWAaVoM0-yTrzEeNCU9HsY/edit). This document outlines all your grievances and the relief you're seeking.

Now, let's discuss how to file your complaint using the e-Daakhil portal. Since the transaction value is less than one crore rupees, your complaint falls under the jurisdiction of the District Commission. You can file it in Thane, where you reside, or in Kalyan, where R.K. Builders and Developers is located. Which location would be more convenient for you?

**User**: Filing in Thane would be more convenient for me.

**Consumer Grievance Assistance Chatbot**: Excellent choice. Here's a step-by-step guide tailored for you to file your complaint through the e-Daakhil portal for Thane District:

1. **Create Account**: Visit the official e-Daakhil portal and sign up for a new account. Fill in your personal details and set up a password.
2. **Email and Mobile Verification**: Complete the verification by following the instructions sent to your email and via SMS to your mobile.
3. **Login and File New Case**: Once logged in, select 'File a New Case' and then choose 'Consumer Complaint'.
4. **Complaint Details**: Provide all the details about your complaint, including:
   * Complainant’s details: Your name, address, and contact information.
   * Opponent’s details: Mr. Rakesh Shripat Singh and the address of R.K. Builders and Developers.
   * Cause of Action: Describe the nature of your complaint, including the date of purchase, amount paid, and your attempts to resolve the matter.
   * Type of Relief Sought: Specify you're seeking a refund of Rs. 5,50,000/-, compensation for mental agony (Rs. 2,00,000/-), and litigation costs (Rs. 20,000/-).
5. **Document Upload**: Upload digital copies of your MOU, payment receipts, and any correspondence with the opponent.
6. **Payment of Fees**: Pay the required court fees through the portal.
7. **Final Submission**: Review all the details, submit your complaint, and you will receive an acknowledgment.

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/1dMHUQGsEaudE-OFrNE9Tm11h8mJiHcc8kD199Iju4Oc/edit) and [Affidavit](https://docs.google.com/document/d/1HW6OZO03dQnXmYhbDp7Zsw_9qYD6BWuSrFa8WNDEvj4/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.