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

User: Hello, I've had issues with Shree Ganesh Homes Builders & Developers regarding a flat I purchased. They haven't executed the registered agreement or given possession of the flat.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that you're experiencing this problem. To assist you effectively, I need some detailed information. Could you provide the address of the property, the dates of transactions, and the amounts paid?

User: Sure. The property is a 2 BHK room of 500 sq.ft. in Phase I, Chawl no.B-2 at Vasar Village, Taluka Ambernath, District Thane. The total consideration was Rs. 6,61,000, and I've paid Rs. 6,01,000 in multiple instalments.

Consumer Grievance Assistance Chatbot: Thank you for the information. Have you tried to resolve this issue directly with the opposite party, and if so, what attempts have been made?

User: Yes, I've contacted them multiple times but received no favourable response.

Consumer Grievance Assistance Chatbot: Given the circumstances, it might be beneficial first to consider alternative dispute resolution methods, such as mediation. Mediation can often lead to a faster, less confrontational resolution. Would you be interested in exploring this option further?

User: I appreciate the suggestion, but I feel like I've tried enough to resolve this without legal notices. I think it's time for a more formal approach.

Consumer Grievance Assistance Chatbot: I understand. The next step, then, would be to send a legal notice to the opposite party, outlining your grievances and the remedies you seek. This action prompts the opposite party to address your concerns more formally. Let's proceed with drafting a legal notice. Could you provide your full name, age, and address, as well as the full name and business address of the opposite party?

User: My name is Dinkar Govindrao Kulthe, age 44. My address is H-1 Building no.5, Room no.60, Hillside, I.I.T.Powai, Mumbai 400 076. The opposite party is Shree Ganesh Homes Builders & Developers through its proprietor Mr. Sunil Tejusingh Rathod, Krishna Complex Tower, Room no.102, Gaondevi Road, Tisgaon, Kalyan (E), District Thane.

Consumer Grievance Assistance Chatbot: Great, thank you for providing that. Now, could you please tell me what kind of relief you are seeking?

User: I want possession of my flat as per the agreement. Alternatively, I seek a refund of Rs. 6,01,000 with interest, and I also want compensation for the mental agony and legal costs incurred.

Consumer Grievance Assistance Chatbot: Understood. I will now prepare a draft legal notice for you. Here is your [notice](https://docs.google.com/document/d/1imZYHeCH3FygFj1vtEoMHGjWcE8pyksDB_2-OMQXqV8/edit). Once reviewed, you can send this notice to the opposite party. If the legal notice does not lead to a resolution, we can proceed to prepare a formal consumer complaint.

User: What if notice no help?

Consumer Grievance Assistance Chatbot: Let's assume the notice does not lead to a resolution, and you wish to proceed with filing a consumer complaint. I'll guide you through this next.

User: Yes, please. How do I go about filing the consumer complaint?

Consumer Grievance Assistance Chatbot: To file a consumer complaint, we'll need to follow a specific process. First, we will draft a complaint detailing your situation, the attempts made to resolve the issue, the legal notice sent, and the relief you are seeking. Here is your [complaint](https://docs.google.com/document/d/1mXn8_-x7RgwMENEeHzG_uUy9LWZ6jrAPPR6c-QzYIgE/edit)

After preparing the complaint, you can file it using the e-Daakhil portal, designed to facilitate the submission of consumer complaints electronically. Would you like a detailed guide on using the e-Daakhil portal?

User: Yes, that would be very helpful.

Consumer Grievance Assistance Chatbot: Absolutely. Here are the steps tailored to your case:

1. **Visit the e-Daakhil Portal**: Open the official e-Daakhil website.
2. **Registration**: Click on 'Sign Up' to create a new account. Fill in your personal details, including your name, contact info, and a secure password.
3. **Verification**: After registering, verify your mobile number and email through the OTP and verification link sent to you.
4. **Login**: Using your credentials, log in to your account.
5. **File a New Case**: Navigate to 'File a New Case' and select 'Consumer Complaint'.
6. **Complaint Details**: You will need to enter:
   * Complainant's details: Your name, address, and contact info.
   * Opposite party's details: The name and address of Shree Ganesh Homes Builders & Developers.
   * Cause of Action: Detail the property purchase, payments made, the issue experienced, and previous attempts at resolution, including the legal notice.
7. **Type of Relief Sought**: Specify the possession of the flat or a refund with interest, compensation for mental agony, and legal costs.
8. **Document Upload**: Upload digital copies of all relevant documents, including payment receipts, the legal notice, and any correspondence with the opposite party.
9. **Payment of Fees**: The portal requires a nominal fee, which can be paid electronically.
10. **Final Submission**: Review all the details, then submit your complaint. You will receive an acknowledgment for your records.

User: That's clear, thank you. What happens after I submit the complaint?

Consumer Grievance Assistance Chatbot: Once submitted, the consumer forum will review your complaint and schedule a hearing. You'll be notified of the date, and it's important to attend, either in person or through a representative. If the forum rules in your favor, they will issue an order for the opposite party to fulfill your demands.

Remember, the e-Daakhil platform is designed to streamline the process, making it easier to track your case and communicate with the consumer forum.

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/1YhyjcJpBD19li1MfglTbNcNzGCN4GA1CK2_HioXUVzg/edit) and [affidavit](https://docs.google.com/document/d/1OdYuFd9rSzKa0iR7AwRdjanTv8v6hNYdVXvQ8XMoIns/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.