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

User: I'd like to file a consumer complaint against a banquet hall that refused to refund my advance.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that you've encountered such an issue. May I know the name and address of the banquet hall? Could you provide the details of the booking and the issues that led to your decision to seek a refund?

User: Yes, the hall is DE Grandeur Hotels & Banquets, on Ghodbunder Road in Thane West. I had booked it for my son's wedding reception that was supposed to happen on May 23, 2020, but we had to cancel due to the lockdown.

Consumer Grievance Assistance Chatbot: Can you tell me the total amount you paid, details of what package you booked, details of receipt and how you've communicated the cancellation to them?

User: I have paid a total advance of Rs. 80,000 to them with receipts issued, 30,000 on same day with receipt number - 851, date 04/02/2020 and then on 8th February 2020 50,000 cash memo. The booking package was their Diamond HIV package for 350 guests at the rate of Rs. 775 per plate, amounting to Rs. 2,71,250. I notified them of the cancellation by email and phone calls on April 25th, 2020.

Consumer Grievance Assistance Chatbot: Do you possess any documentation like emails, receipts, or communication records that can substantiate your claim?

User: Yes, I have all the receipts and recorded emails of my correspondence with them.

Consumer Grievance Assistance Chatbot: In such unfortunate circumstances, it's essential to know what outcome you're hoping for. Specifically, what kind of resolution are you seeking with this complaint?

User: I want a full refund of the advance payment of Rs. 80,000 with interest. I also seek compensation for the mental distress caused by this matter and the costs associated with filing this complaint.

Consumer Grievance Assistance Chatbot: Before we proceed with filing a formal consumer complaint, it is often beneficial to explore alternative dispute resolution options. These can include first sending a legal notice, negotiation with DE Grandeur directly, mediation or conciliation through a neutral third party, or, if your contract allows it, arbitration. Would you like to attempt any of these methods before we draft the formal complaint?

User: Yes. I would like to file a legal notice.

Consumer Grievance Assistance Chatbot: Okay. Before that please provide complete details of you and the banquet hall including both of your addresses.

User: My name is Mr. P.L. Mathew, address - A/202, Rishabh Sanghavi Nagar, Mira Road, Thane - 401107. The hall address is DE Grandeur Hotels & Banquet Food Fusion Hospitality LLP Royal Plaza, Anand Nagar, Ghodbunder Road, Thane West, Thane - 400607.

Consumer Grievance Assistance Chatbot: Okay. Here is your [notice](https://docs.google.com/document/d/16-0QAojMsfq8biDtQyu-yx68ITwkKIL4upnhU22nL0U/edit). Please review this draft letter. Once you send this notice, they should respond within 15 days. If they don't, or if you're not satisfied with their response, the next step you can take is to file a complaint with the consumer court.

User: I did send the notice but have not received a satisfactory response.

Consumer Grievance Assistance Chatbot: Understood, User. We'll move forward with preparing your complaint for the District Consumer Disputes Redressal Commission. Please make sure you have all your evidence and documentation ready, as this will strengthen your case. Shall we start drafting your complaint now?

User: Yes, please. Let's proceed with the complaint.

Consumer Grievance Assistance Chatbot: First of all, please confirm with me your name, address, mobile number, age, email, and address for DE grandeur hotels. To ensure that all your documentation is in order, I will need you to gather and provide the following:

1. Receipts of your advance payments to DE Grandeur.

2. Copy of your email and any other communication indicating the cancellation of the event.

3. Any written correspondence that shows DE Grandeur's refusal to refund the advance payment or lack of response.

Once you have all these documents ready, we can move on to the next step, which is drafting the complaint letter. This letter will outline your experience, the issue at hand, and the relief you are seeking. You’ve mentioned your son's wedding reception was scheduled for May 23, 2020, and you paid a total advance of Rs. 80,000 but had to cancel due to the national COVID-19 lockdown. Additionally, you are seeking a refund of this advance with interest, compensation for mental agony, and litigation costs.

Once your complaint letter is ready, we will notarize it. Here is your [complaint](https://docs.google.com/document/d/1PBB_HJNQn59VqUl-3hZoJvgeuw9atU5fzZUGibI5uZE/edit). The next steps involve submitting the complaint to the District Consumer Disputes Redressal Commission, Thane. You can do this either online via the e-Daakhil portal or offline in person. I will guide you through whichever process you choose. Which submission method would you prefer?

User: I will prefer the online process.

Consumer Grievance Assistance Chatbot: To begin the online submission process, please follow these detailed steps on the e-Daakhil portal:

1. Access the e-Daakhil Portal: Open your web browser and go to https://edaakhil.nic.in, which is the official website for filing your consumer complaint online.

2. Create New Account: Once you're on the homepage, locate and click on the 'Sign Up' button. This will take you to the registration form.

3. Fill in Registration Details: Complete the registration form by providing your personal details including your full name, mobile number, email ID, and a password of your choice for your new account.

4. OTP Verification: After submitting the registration form, an OTP (One Time Password) will be sent to both your mobile phone and email for verification. Enter the OTP in the designated fields to verify your contact details.

5. Email Verification: If additional email verification is required, check your email inbox (and spam/junk folder, just in case) for a verification link from e-Daakhil. Click on this link to fully verify your email address.

6. Log in to Your Account: Following successful registration, return to the home page of the e-Daakhil portal and log in using your newly created credentials.

7. File a New Complaint: Look for the 'File a New Case' option in the main menu after logging in. Select 'Consumer Complaint' from the drop-down menu to start the complaint submission process.

8. Terms and Conditions: Read and understand the terms and conditions or disclaimers provided. You will need to acknowledge having read them by clicking 'Accept' or 'Agree' to proceed.

9. Enter Complaint Details: Begin filling out the form for a 'Consumer Complaint'. Here you will enter all necessary information about the dispute, such as your personal details, details about DE Grandeur, and a concise but comprehensive summary of the complaint including dates, amounts paid, and the relief sought.

10. Uploading Documents: You will be prompted to upload digital copies of all relevant documents like receipts, emails, or any other proof of the transaction and your attempts to communicate with and obtain a refund from DE Grandeur.

11. Review and Submission: Review all information entered and documents uploaded to ensure accuracy and completeness. Make any necessary edits before finalizing your submission.

12. Payment of Fees: After reviewing, continue to the payment section where you'll be asked to pay the required court fees, which can typically be completed using online banking, credit/debit card, or other electronic payment methods provided.

Remember, each step must be completed carefully to ensure all your complaint details are accurately recorded on the portal. Once the submission is complete, you will receive an acknowledgment, and the portal will guide you on the subsequent steps.

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/18gx67ve_L7R0kpYuqv9lbWQqfefrZmGdjlvOM0gn1Cw/edit) and [affidavit](https://docs.google.com/document/d/1n6ttvqFKJ0P5GEzz1H3TsfE5MODZf0l0YUkjNWgOSMA/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.