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

User: I have encountered an issue with a property purchase, and I believe I may need legal assistance to address it.

Consumer Grievance Assistance Chatbot: Of course, I'm here to help. Please, tell me more about what happened.

User: Well, I entered into an agreement to purchase a two-bedroom flat in "Prince of Peace Paradise" from M/s V.L. Constructions and Sri Rachakonda Satyanarayana Murthy. However, they have failed to deliver the flat within the agreed timeframe and are now demanding additional charges.

Consumer Grievance Assistance Chatbot: I see. Let's start with some basic information. Could you provide me with your full name, age, and address for the complaint?

User: Certainly. My full name is V. Srihari Gopal, I'm 51 years old, and I reside at NE5, Roop Vihar Apartment, Raja Street, Syamala Nagar, Rajahmundry, East Godavari District.

Consumer Grievance Assistance Chatbot: Thank you. Now, I'll need details about the property purchase and the parties involved. Can you confirm the date of the agreement, the specifications of the flat, and the amount you paid?

User: The agreement was made on March 30, 2013, for a two-bedroom flat with a plinth area of 910 sq.ft, located in Flat No.401 on the 4th floor, and a car parking space measuring 90 sq.ft on the stilt floor. I paid Rs. 30,00,000 as consideration for the property.

Consumer Grievance Assistance Chatbot: Great, thank you for that information. Now, let's discuss the issues you've encountered with the opposite parties. Can you explain the delays in the construction and the demands for additional charges?

User: Certainly. According to the agreement, the opposite parties were supposed to deliver the flat within six months from the date of the agreement, with a grace period of three months. However, they have consistently delayed the construction without providing any valid reasons.

Consumer Grievance Assistance Chatbot: That sounds frustrating. And what about the demands for additional charges?

User: On October 1, 2016, the opposite parties sent me a letter demanding a balance consideration of Rs. 3,89,000, along with Rs. 78,750 for service tax and Rs. 30,000 for APEPDCL charges. However, I refused to pay these extra charges as the construction hadn't been completed as per our agreement.

Consumer Grievance Assistance Chatbot: I understand. It seems like the opposite parties have not fulfilled their obligations under the agreement. Did you communicate your concerns with them?

User: Yes, I replied to their letter, denying their demands for additional charges and asking them to prioritize finishing the construction. Unfortunately, they didn't heed my request and instead issued a legal notice to me on October 24, 2016, with false allegations.

Consumer Grievance Assistance Chatbot: Could you please mention what is the remedy that you are looking for.

User: I would like to seek for the completion of the construction and deliver the possession of the Flat to me and Rs.1,00,000 towards compensation for deficiency of service and Rs.10,000/- towards costs

Consumer Grievance Assistance Chatbot: Based on the information provided above you could also contact the respective State Consumer Helpline Number where you can talk to an agent and address your grievance.

User: Provide me the helpline number. But I still would like to proceed with filing a complaint.

Consumer Grievance Assistance Chatbot: Consumer Grievance Assistance Chatbot: To be specific, there is a National and State Consumer Helpline Number. Which number do you want me to provide you with.

User: Provide me with any Helpline Number.

Consumer Grievance Assistance Chatbot: Could you please mention which state you reside in.

User: Andhra Pradesh

Consumer Grievance Assistance Chatbot: Please find the National Consumer Helpline number- 1800-11-4000 and the State Consumer Helpline number- 1800-425-0082 / 1800-425-2977.

User: Thank you. But could you help me with filing a complaint.

Consumer Grievance Assistance Chatbot: Certainly! However, it would be useful to send a legal notice to the opposite parties before filing a complaint.

User: Can you draft a legal notice for me?

Consumer Grievance Assistance Chatbot: Certainly! Can you please provide me with the details of address of the opposite party?

User: The opposite party is M/s V.L. Constructions. Its address is D. No. 11-8-39/3, Plot no.85, Dasappa Hills,Visakhapatnam- 530003.

Consumer Grievance Assistance Chatbot: Thank you for the details. Here is your [notice](https://docs.google.com/document/d/1hwWVHuiNzwEnzLOfj8uda1m03dOkzbOfIEWlc66s3iY/edit).

User: Thank you! Cna you also help me in filing a complaint?

Consumer Grievance Assistance Chatbot: Certainly! I can draft a complaint for your case if you want.

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is your [complaint](https://docs.google.com/document/d/1l81-9ZU4TRDBfRlGBaLyfn4onxdhB9VwUyMsqCneN8w/edit). You can modify the details according to your case. Please attach the relevant documents along with the affidavit and memorandum of parties.

User: Can you draft and affidavit and memorandum of parties for my case?

Consumer Grievance Assistance Chatbot: Certainly! Here is your [affidavit](https://docs.google.com/document/d/1dRwn1MNer8wbzjPQRx0m6_cWj07gsDdDv3qX7DKXrAw/edit). Please ensure that you get the affidavit notarized. Here is your [MoP](https://docs.google.com/document/d/1L4Pw53glT9zaZ6Vvapvw4p42fd05YiLAZFcEqSitXq4/edit).

User: Okay. Thank you very much.

Consumer Grievance Assistance Chatbot: If you have further questions or need more guidance later, don't hesitate to reach out.