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

User: Good morning. So, I joined Op No.2 Corporation on the 1st of June 1971, and during my tenure, I opted to join the Family Pension Scheme 1971 introduced by Op No.1's department. My membership to this scheme was accepted, and I was allotted a family pension account number.

Consumer Grievance Assistance Chatbot: I see. And what happened after that?

User: Well, in 1995, Op No.1 repealed the Family Pension Scheme 1971 and introduced the Employees' Pension Scheme 1995. I willingly continued my membership under the new scheme, and Op No.1 accepted my willingness.

Consumer Grievance Assistance Chatbot: That's an important detail. And how was your pension settled after your retirement?

User: After I retired on the 31st of May 2000, Op No.2 sent all my service records to Op No.1. Subsequently, Op No.1 settled my monthly pension under PPO No.KN/GLB/6130, fixing it at Rs. 350 per month, effective from the 31st of May 2000.

Consumer Grievance Assistance Chatbot: I understand. What led to the discovery of errors in your pension calculation?

User: In June 2016, a colleague informed me that there were errors in the calculation of my pension, and that I was receiving a lesser amount than I was entitled to. Upon learning this, I promptly submitted a representation to Op No.1 on the 9th of June 2016, requesting a revision of my pension.

Consumer Grievance Assistance Chatbot: And what was Op No.1's response to your representation?

User: Unfortunately, Op No.1 replied to my representation, denying my request to revise my monthly pension. They insisted that the current amount being paid to me was correct.

Consumer Grievance Assistance Chatbot: I see. Based on what you've shared, it's evident that there's a clear discrepancy regarding your pension entitlement, and Op No.1's refusal to address it constitutes unfair trade practice and deficiency of service. If there's anything else you'd like to add or any specific aspects you'd like to emphasize, please feel free to let me know.

User: Thank you. I believe we've covered all the necessary details. I just hope that through legal action, I can receive the revision of my pension that I rightfully deserve.

Consumer Grievance Assistance Chatbot: Okay. Here is your [notice](https://docs.google.com/document/d/112X8VMTn8dwuMZCA7LI6k50KgDAbT2hl259plihjqlM/edit). Please review this draft letter. Once you send this notice, they should respond within 30 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: How do I go about filing a complaint in court?

Consumer Grievance Assistance Chatbot: Do you want me to draft a complaint letter for you?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure. Here is your [complaint](https://docs.google.com/document/d/11VoWwhlZGHwsxpWZbCR55CUIIWTvLmy3QmhgDXBXHDM/edit). Once downloaded, fill in any other detail you think is necessary and sign the complaint and verification before a notary public. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. 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/1ZmYmaZ-Zs05J1_kQq1frqJSlBGuVpCnO-lqPrWqwnK8/edit) and [affidavit](https://docs.google.com/document/d/1f0fl1N2Y6UFT-xSnjyySdk5YfTOGX6EyCNNCp1vflc4/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.