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

User: I booked a marriage for my brother’s wedding but then the pandemic broke through and I did not get permission from the legal authorities to proceed with the wedding and therefore, I had to cancel it. But when I asked for a refund, my demand was denied. I want to file a consumer complaint.

Consumer Grievance Assistance Chatbot: Sorry that you had to face such trouble. But before I proceed can you please confirm your name, address, age, occupation, contact number, and email address?

User: I am Girish Sohanlal Khatri. Age - 56 years. Occupation: Retired professor. Contact number- 9556994994. Email address- awesomegirish@gmail.com. I live in 3339, Vasibhai Ni Chali, Mahavirnagar, Hirawadi, Ahmedabad - 382345.

Consumer Grievance Assistance Chatbot: Thank you for the details. Can you please tell me the expenses incurred?

User: I paid Rs. 40000 as a deposit for the booking.

Consumer Grievance Assistance Chatbot: Who did you book the wedding hall from?

User: Agrwal Kautumbik Samiti Sanchalit Agrwal Hall.

Consumer Grievance Assistance Chatbot: Can you provide the details of the wedding hall like its address, who owns it, their contact details and email address?

User. Shri Jagmohan Shah is the owner of the hall. It is located at Maruti Geritage, Sardar Chowk, Vijay Park BRTS, NH-8 Krushnagar. Naroda, Ahmedabad – 382345. Contact number - 9937060999 and their email address- info@agrwalhall.com

Consumer Grievance Assistance Chatbot: Alright. What did you do when your claim was rejected?

User: I tried to contact them and discuss the issue of refund but they refused to respond to my calls. Therefore I want to file a consumer complaint against them.

Consumer Grievance Assistance Chatbot: When did you book the wedding Hall?

User: On 31.01.2021.

Consumer Grievance Assistance Chatbot: When did they reject the claim for a refund?

User: On 15.04.2021, I made the claim for a refund of the deposit but they rejected it on the same day.

Consumer Grievance Assistance Chatbot: Would you like to send a legal notice to them before filing the complaint? I can help you draft one.

User: yes. That will be helpful.

Consumer Grievance Assistance Chatbot: I have drafted a legal notice as per the details provided. Here is your [notice](https://docs.google.com/document/d/167mO8U54OuqdSH8JRYQdcVFhEb7uKmfdXwKyq9b45cM/edit). In case you get any problem in the above process or have any doubts, I would suggest you contact the state consumer helpline at 1800-233-0222, Â 079-27489945/ 46.

Call centre Assistants are available between 9-30 AM to 6-00 PM on all working days of the Government of Gujarat or you can call the National Consumer Helpline at 1800-11-4000 for information, advice, or guidance on complaints. You can also call 14404 or send a message to 8130009809. You can also register a complaint through the NCH app. Is there anything else I can help you with?

User: Thank you. Can you please draft a consumer complaint in case you receive no satisfactory response after sending the legal notice?

Consumer Grievance Assistance Chatbot: Sure. What sort of remedy are you looking for?

User: I want a refund of my deposit with interest and compensation.

Consumer Grievance Assistance Chatbot: Can you provide me with the list of documents and evidence to ascertain your claim before the insurance company?

User: Sure. I have the booking confirmation mail sent by the opponents dated 31.01.2021, and the Receipt of payment of the booking amount to the opponents dated 31.01.2021.

Consumer Grievance Assistance Chatbot: Great. You have the basis to ascertain your claim with these documents. Now we have to determine the appropriate jurisdiction to file this complaint. Since your place of residence, the opponent’s place of residence, and the cause of action, all arose at the same place in Ahmedabad city which is under the jurisdiction of Ahmedabad District Consumer Redressal Commission. The complaint will be filed here.

I have drafted a complaint as per the details provided above. Here is your [complaint](https://docs.google.com/document/d/1A-VYMKgGbIl7vrS36Bo6On18EwpYrI-2tkrNz2ZEivA/edit). This form needs you to input specific details such as the date and your signature. Additionally, you'll also need to submit an affidavit and a document titled the "Memorandum of Parties" along with the complaint. Would you like me to provide pre-filled versions of these documents too?

User: yes, please draft them, too.

Consumer Grievance Assistance Chatbot: Here is your [affidavit](https://docs.google.com/document/d/1FPM7Eg7Obwi9RYonv1D07LtxDIO7nJoefmlI6966OwY/edit) and [MoP](https://docs.google.com/document/d/174e9ryROsdKJRGYNw94SMiOdWOiPV2jud5YDQxPiTY0/edit). Please fill in the necessary details left blank in both documents. Additionally, please get the affidavit notarized. If you have any questions regarding the notarization process, feel free to reach out to me for assistance. After completing all documents and notarizing the affidavit, you can proceed to file your complaint on E-daakhil, the consumer redressal portal. Would you like me to provide you with a detailed guide on how to file your complaint step-by-step on E-daakhil?

User: yes, that would be helpful.

Consumer Grievance Assistance Chatbot: You have to follow these steps to file a complaint:-

1. Create an account on E-daakhil.
2. Verify your email address and login
3. Go to “Consumer Complaint” and accept the terms and conditions by clicking the “accept” button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click “Consumer Complaint” and enter the claim amount that you are seeking.
5. Select Gujarat as the State and Ahmedabad City as the district. Click continue to proceed to the “Case Details” page.
6. On the “Case Details” page, enter all the necessary details and in case of any queries, please let me know.
7. In the “Party Name” section, enter the name of the parties. In the “Advocate” Section, enter the details of your advocate and if you do not have an advocate, you can leave it blank.
8. In the “Complaint Section”, you can provide the following as your complaint:-

“Retired professor Girish Sohanlal Khatri, filed a consumer complaint against the National Insurance Co. Ltd., alleging the unreasonable repudiation of his legitimate refund claim of the deposit paid to secure the booking of the wedding hall for his brother’s marriage. Despite sending the legal notice, the complainant received no response from the opponent. The complainant seeks the Consumer Disputes Redressal Commission's intervention to compel the Opposite Party to settle the refund of the deposit amount, provide compensation for emotional distress, and cover litigation costs. The complainant opts out of mediation, emphasizing the need for a court proceeding in Mahabubnagar.”

.

1. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

Please note that under the Consumer Protection Act 2019, the Consumer Court can request the parties to go for mediation. However, both parties must agree for the matter to be sent for mediation. However, if the parties do not arrive at an amicable settlement, the matter is sent back to the court.

User: Got it. I will not agree to mediation.

Consumer Grievance Assistance Chatbot: In that case, the consumer court in Ahmedabad city has to proceed with the case. In case you get any problem in the above process or have any doubts, I would suggest you call the National Consumer Helpline at 1800-11-4000 for information, advice, or guidance on complaints. You can also call 14404 or send a message to 8130009809. You can also register a complaint through the NCH app. Is there anything else you need?

User: No. Thank you very much for the assistance!

Consumer Grievance Assistance Chatbot: You are welcome. Feel free to raise further queries anytime. Best wishes.