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

User: Hi chatbox, I am Keshavdev Sharma. I am from Ahmedabad. I bought a shop recently and I am facing an issue regarding the same. I need your assistance in filing a consumer complaint regarding the same.

Consumer Grievance Assistance Chatbot: Sure. But before that, please confirm your age, address, occupation, contact details, and

Email.

User: I live in T-28, Bhulabhai Park, Part – II, Nr. Home Town – 4, Tragad Road, Chandkheda, Ahmedabad – 382470. My phone number is 7008567789. The email address is Keshav.sharma@ gmail.com. I am 46 years old and working as a doctor.

Consumer Grievance Assistance Chatbot: please elaborate on the issue you are facing.

User: I purchased a ground floor shop no. 5 of 452 sq. ft on 30.12.2012 for 1800000 and paid the entire amount. The and was situated in Satyamev Hospital. Chandkheda, Tragad Road, New Chandkheda, Ahmedabad. I received the allotment letter as well and was promised that I would receive the possession after the construction is completed within 1-2 years. However, now it is 2019 and there has been no progression in the construction of the land. I feel I am scammed.

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Consumer Grievance Assistance Chatbot: What did you do when you did not receive possession of your land within the promised time?

User: I kept on inquiring about the property, however every time they assured me that the construction would be over within 1-2 years and after that, they would hand over the possession. But there was no progress in the construction and the land remains as underdeveloped as it was back in 2012. After frequent inquiries, the project developers stopped responding.

Consumer Grievance Assistance Chatbot: The issue is concerning and it is reasonable for you to doubt fraudulent activity in such a case. However, why did you wait for many years before deciding to file a complaint?

User: I was informed that it was because of the stay of the Civil Court, Gandhinagar, that they could not develop the site and the Ahmedabad Urban Development Association (AUDA) has also not granted permission for development. So I waited till they received permission for the development. However, it has been 7 years and still, there has been no progress and they have stopped responding to my inquiries.

Consumer Grievance Assistance Chatbot: This piece of information was helpful. Because they have not received permission to date in 2019, the cause of action is extended to 2019 and is within the 2-year limitation period to file a complaint in 2019.

Before proceeding with the complaint would you like to send a legal notice to them regarding the same?

User: yes, please. Can you please draft me one?

Consumer Grievance Assistance Chatbot: Sure, could you kindly provide some additional information? Specifically, the developer's name, address, mobile number, and email address.

User: The developer is Siddhidhata Nirman Pvt. Ltd. located at 401, Shivalik – 9, Nr. Atlanta Tower, Off. C. G. Road, Gulbai Tekra, Ahmedabad-6. Their phone number is 9935080888 and their email address is info@siddhidhatanirman.com.

Consumer Grievance Assistance Chatbot: Great! Can you please confirm the mode of payment and date of payment, and the receipt number? Additionally, who signed your letter of allotment?

User: My receipt number is 594895 and the allotment letter was signed by Narendrabhai D. Gohil the authorised person in the company. I made the entire payment of amount of 1800000 through bank transfer on 10.01.2013.

Consumer Grievance Assistance Chatbot: I think you certainly have grounds to send legal notice and initiate consumer court action against Siddhidhata Nirman Pvt. Ltd. for deficiency in service. Here is your [notice](https://docs.google.com/document/d/1Qs44eUkKDc0ps0TepE_v9M5g1k9TXbhgdP5ajOTSjmQ/edit). In case you encounter any problem in the above process or have any doubts, I would suggest you contact the National Consumer Helpline at 1800-11-4000 or 19165 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: What if there is no remedy served even after sending the legal notice? What are the options available to me?

Consumer Grievance Assistance Chatbot: Then you may file a consumer complaint. What remedy would you like to have from the consumer court?

User: I would like a refund of the amount paid for the property with interest and compensation for mental agony.

Consumer Grievance Assistance Chatbot: Sure. Where would you like to file a complaint? Three options are available for you. The place of your residence, the place of your opponent's residence, and the place where the cause of incidence arose.

User: I would like to file it at the place of my residence.

Consumer Grievance Assistance Chatbot: Great! Since your place of residence is Ahmedabad which is also within the jurisdiction district Consumer Disputes Redressal Commission of Ahmedabad City, the complaint will be filed there.

Consumer Grievance Assistance Chatbot: I appreciate the opportunity to have this detailed conversation to ensure an understanding of your consumer grievance. To accurately reflect all the facts discussed in the complaint draft, I'll require certain documents and evidence to support your case against the other party. Could you please provide details of any documentation or evidence you have regarding the purchase agreement, payment receipts, correspondence with the other party, and any other relevant information that can strengthen your case?

User: Sure. I have the plot allotment letter assigning ground floor shop no. 5 to my name, title deed, sale deed, title deed, building plan, encumbrance certificate, and agreement signed by the authorized person of the property stating that the possession of shop no. 5 would be given after construction within 1-2 years, and receipt of payment. Would these documents suffice to ascertain my claim?

Consumer Grievance Assistance Chatbot: what is the date when you got into an agreement with the developers?

User: 1.01.2013.

Consumer Grievance Assistance Chatbot: Thank you for providing the necessary documents. Based on the information you've shared, I've prepared a pre-filled complaint form for you to review. Here is your [complaint](https://docs.google.com/document/d/1nqki5Txl0Qa_TVRtUTsfvwRhFF1FUWFSBpRVvQpmoeg/edit). It requires you to fill in certain details such as the date and your signature. Additionally, along with the complaint, you'll also need to submit an affidavit and a document titled the "Memorandum of Parties." Would you like me to provide you with pre-filled versions of these documents as well?

User: Yes, it will be great if you can do that as well.

Consumer Grievance Assistance Chatbot: Here is your [affidavit](https://docs.google.com/document/d/11Q-i_q-3wtcCi27j6gsV8jT6USM4xWW8TkWq0BVWgng/edit) and [MoP](https://docs.google.com/document/d/1QzEIoHlrVcQZHjQKM7xuzYspD4hQss8Q8RFmL4cHKjo/edit). Please fill in the necessary details left blank in both documents. Additionally, ensure 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, it would be great if you could give me a step-by-step guide on how I can file this.

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:-

“ Doctor Keshavdev Sharma filed a consumer complaint against the Siddhidhata Nirman Pvt. Ltd, alleging failure to deliver the property within the promised time. Kehsavdev purchased ground floor shop no. 5 at B/h Satyamev Hospital. Chandkheda, Tragad Road, New Chandkheda, Ahmedabad. He was promised by the opponent that the property would be delivered to him after construction within 1-2 years. However, till 2019 there is no progress in the construction of the property and no delivery of the possession of the said property. Despite Keshavdev’s frequent inquiries and legal notice, he never received satisfactory response from the opponent, causing mental distress and financial loss. The complainant seeks relief for the gross deficiency in service, demanding the refund of the consideration amount paid to the opponent for the property of 1800000 in pursuing the case.”

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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.