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

Aggrieved Consumer: Hi, I have a problem with a housing company. I need help drafting a complaint.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that you're having trouble. Could you please tell me more about the issue?

Aggrieved Consumer: I booked a unit in a project by a housing company back in 2012. They promised to deliver the unit on time, but it's been over 10 years and I still haven't received possession.

Consumer Grievance Assistance Chatbot: I understand your concern. Let's gather all the necessary details for your complaint. Could you please tell me the date when you booked the unit?

Aggrieved Consumer: Yes, I booked the unit on January 20, 2012.

Consumer Grievance Assistance Chatbot: Thank you for the information. Could you also tell me the total price for the unit and how much you have paid so far?

Aggrieved Consumer: The total price for the unit is Rs. 65,41,210. I have already paid Rs. 64,59,474.

Consumer Grievance Assistance Chatbot: Noted. Now, could you please provide the details of the agreement you had with the housing company?

Aggrieved Consumer: We signed an agreement on April 2, 2012. As per the agreement, they were supposed to deliver the possession within 36 months from the date of the agreement.

Consumer Grievance Assistance Chatbot: Thank you for sharing these details. It's important to include the address of both parties in the complaint. Could you please confirm your address and the registered address of the housing company?

Aggrieved Consumer: My address is 1-39, Jangpura Extension, New Delhi-110014. The registered office of the housing company is at 606, 6th Floor, Indra Prakash 21, Barakhamba Road, New Delhi-110001.

Consumer Grievance Assistance Chatbot: Thank you. Now, regarding the jurisdiction, could you please confirm the location where the agreement was signed or where the problem occurred?

Aggrieved Consumer: The agreement was signed in New Delhi, and the problem also occurred in New Delhi.

Consumer Grievance Assistance Chatbot: Noted. Have you sent a legal notice to the housing company about this issue?

Aggrieved Consumer: No, I haven't sent any legal notice yet.

Consumer Grievance Assistance Chatbot: It's usually a good idea to send a legal notice to the other party before filing a complaint. It gives them a chance to rectify the issue without going to court. Would you like help drafting a legal notice?

Aggrieved Consumer: Yes, that would be helpful.

Consumer Grievance Assistance Chatbot: Great! We'll need some more details for that. Could you please tell me the name of the project and the unit number?

Aggrieved Consumer: The project is called Ansal Heights and the unit number is B-405.

Consumer Grievance Assistance Chatbot: Thank you. Now, could you please tell me about any communication you've had with the housing company regarding this issue?

Aggrieved Consumer: I have sent them numerous emails and made several phone calls. But they keep delaying and making false promises.

Consumer Grievance Assistance Chatbot: I understand your frustration. It's important to keep a record of all these communications as they can serve as evidence. Do you have any other details or documents that you think might be relevant to this case?

Aggrieved Consumer: I have kept all the receipts of the payments I made and the emails I sent to them. I also have a copy of the agreement.

Consumer Grievance Assistance Chatbot: That's very good. Keeping all these documents will strengthen your case. Now, let's move on to the court fees. Are you aware of the court fees applicable in your jurisdiction?

Aggrieved Consumer: No, I'm not sure about the court fees.

Consumer Grievance Assistance Chatbot: The court fees vary depending on the jurisdiction and the nature of the case. It's usually a small percentage of the claim amount. You can find out the exact amount from the court's office or a legal professional.

Aggrieved Consumer: Okay, I'll do that. Thanks for the information.

Consumer Grievance Assistance Chatbot: You're welcome! If you have any more questions or need further assistance, feel free to ask.

Consumer Grievance Assistance Chatbot: Before I proceed to draft the complaint, I want to confirm the jurisdiction. Since you reside in Delhi and the cause of action (deficient services) arose in Delhi when you were denied the booked accommodation, would you like to file this complaint before the District Consumer Disputes Redressal Commission in Delhi?

Aggrieved Consumer: Yes, absolutely. The Delhi District Consumer Commission has the territorial jurisdiction to hear this matter.

Consumer Grievance Assistance Chatbot: Understood. One last thing - are you aware of the court fees or stamp charges that need to be paid for filing a consumer complaint in Delhi?

Aggrieved Consumer: I'm not completely sure about the latest fee structure. Could you guide me on that?

Consumer Grievance Assistance Chatbot: As per the Delhi Consumer Protection Rules, for claims between Rs. 5 lakhs to Rs. 10 lakhs, the prescribed court fee is Rs. 500/- plus a stamp charge of Rs. 20/- per page of the complaint.

Since your compensation demand falls in this slab, you'd need to pay this fee along with copies of requisite documents at the time of filing the complaint.

Aggrieved Consumer: Noted, thanks for providing that important detail.

Consumer Grievance Assistance Chatbot: You're most welcome. I now have all the necessary information to draft a comprehensive consumer complaint on your behalf.

Please allow me some time to prepare the draft complaint, listing out all the facts, cause of action, grounds for grievance, evidence annexures and the prayers/reliefs you are claiming. I'll share the draft with you shortly for your review.

Aggrieved Consumer: Sounds great, I really appreciate you taking the time to understand my case thoroughly. Looking forward to the draft complaint.

Consumer Grievance Assistance Chatbot: Thank you for your patience and for providing all the relevant details. On the basis of the documents that you have given me, Here is your [notice](https://docs.google.com/document/d/1k-l7vMtrefmHfW3WCRvqUQ4-rKZdY_epKvLqYJAENws/edit)  and [complaint](https://docs.google.com/document/d/1GyBcjvoJ9F6NRr5ERwgsE6OAzjFPAAUmSmxYPvLbf38/edit). Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”. Do you want me to provide you with the pre-filled versions of the same?

Aggrieved Consumer: 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/1EzT6TLCH-uczp_jVs2kgCyYhm7HxnwGq2U1agtBTjwo/edit) and [MoP](https://docs.google.com/document/d/1cuLint3TBWCd16L4meBI_nAvOj92atXqfwtul42DGgc/edit). You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. In case of any queries regarding how you can get the Affidavit notarised, feel free to approach me anytime. After filling all the documents and getting the affidavit notarised, you can file your complaint on E-daakhil, the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

Aggrieved Consumer: Yes, it will be great if you can give me a step-by-step guide on how I can file this.

Consumer Grievance Assistance Chatbot: Based on the information provided you can access the complaint here. You have to follow these steps in order 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 Delhi as the State and New Delhi 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 details. 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 issue you have faced

9. 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.

10. In the next section, verify the details of your complaint and submit your complaint.

11. On the “Pending Complaints” page, you will be required to pay the necessary fees.

In case you get any problem in the above process or have any doubt, I would suggest you contact 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?

Aggrieved Consumer: No

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.