Consumer Grievance Assistance Chatbot: Good morning! I am an AI assistant designed to help consumers like you seek redressal for grievances. How may I assist you today?

User: Hello, I want to file a consumer complaint against a real estate company Ansal Landmark Township Pvt. Ltd. They have not given me possession of a flat I booked over 12 years ago in 2011 despite taking more than 80% of the total price from me.

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your situation. Let me try to gather all the relevant details step by step to help draft a comprehensive complaint for you. Could you please share your full name, age and residential address?

User: My name is Tilak Ram, aged about 55 years. I work as a government servant at the revenue department and reside at 378, Karkardooma Village, Delhi - 110092.

Consumer Grievance Assistance Chatbot: Thank you, Mr. Tilak Ram. And could you provide the registered office address of Ansal Landmark Township Pvt. Ltd.?

User: Their registered office is at 210, Ansal Plaza, 16 Kasturba Gandhi Marg, New Delhi - 110001. They also have another office at 11th Floor, Narain Manzil, 23 Barakhamba Road, New Delhi - 110001.

Consumer Grievance Assistance Chatbot: Okay, so we have the addresses of both parties. Now coming to the details of your grievance - you mentioned booking a flat in 2011. Could you elaborate how you came to know about this project and what exactly did you book?

User: In January 2011, I saw an advertisement by Ansal about the launch of residential flats in their project called "Aquapolis - EWS/LIG" in Dundahera, Ghaziabad. I visited their office, liked a 2BHK flat of 440 sq.ft., and booked it on 15.01.2011 by paying Rs. 37,400 as booking amount. They gave me a receipt for that payment. The flat number was LIG/HFF/03 and the total cost was Rs. 7,48,000.

Consumer Grievance Assistance Chatbot: I see. Do you have a copy of the booking receipt dated 15.01.2011 that you can submit as evidence along with the complaint?

User: Yes, I have the original receipt with me which I can attach with my complaint.

Consumer Grievance Assistance Chatbot: Great. After booking the flat, what was the next step? Did you sign any agreement with Ansal?

User: After booking, they sent me an allotment letter dated 04.03.2011 confirming the flat number and asked me to pay a further demand of around Rs. 1.5 lakhs which I paid on 31.03.2011. Then on 03.05.2012, a Flat Buyer's Agreement was made between me and Ansal for the purchase of this flat.

Consumer Grievance Assistance Chatbot: Okay. I presume you must have kept copies of the allotment letter and the agreement. Those will be important evidence in your case. After signing the agreement, how much total amount did you end up paying to Ansal over time?

User: I have copies of all receipts. As per those, I ended up paying them Rs. 6,23,525.19 in total including some service tax and other charges. This comes to more than 83% of the price of Rs. 7.48 lakhs.

Consumer Grievance Assistance Chatbot: And what was the possession date committed by Ansal as per the Agreement for handing over your booked flat to you?

User: The agreement mentioned a timeline of 36 months for completion and possession. But it's been more than 10 years now, they have neither completed the building where my flat is located nor given me possession. Whenever I inquire, they just give false assurances.

Consumer Grievance Assistance Chatbot: This is a clear case of deficiency in service and unfair trade practice by Ansal. Did you issue any legal notice to them before deciding to file a consumer complaint?

User: Yes, when they didn't resolve despite many requests, I sent them a legal notice on 23.09.2019 demanding refund of my Rs. 6.23 lakhs paid with 18% interest and Rs. 3 lakhs as compensation for harassment. But they didn't even bother to reply to that notice.

Consumer Grievance Assistance Chatbot: Well, it seems you have a strong case against Ansal. One last question - have they refunded any amount to you so far?

User: Out of the Rs. 6.23 lakhs, they refunded only Rs. 1 lakh - Rs. 50,000 in August 2018 and Rs. 50,000 in January 2019. But the remaining amount is still held by them.

Consumer Grievance Assistance Chatbot: Understood. Based on all the details provided by you, we can draft a complaint praying for refund of your Rs. 6.23 lakhs along with appropriate interest, plus compensation for the mental agony and costs for having to pursue litigation.

User: Yes, proceed to file a complaint.

Consumer Grievance Assistance Chatbot: Before that we should decide on the place to file a complaint and relief to be claimed. The territorial jurisdiction for filing the complaint would be the place where you reside and the cause of action arose, which seems to be Delhi in your case. We can claim the cause of action arose on various dates starting from the booking in 2011 until their failure to reply to your notice in 2019, so limitation should not be an issue.

User: I am fine with Delhi as a place to file the suit.

Consumer Grievance Assistance Chatbot: we will clearly quantify your claim for refund of Rs. 6,23,525 along with 18% interest from the respective dates of your payments in 2011-12 until realization. We will also claim at least Rs. 3 lakhs as compensation for the immense mental agony and harassment faced by you all these years due to Ansal's deficient conduct. Costs of at least Rs. 50,000 will also be claimed for having to pursue this litigation. Are you fine with this.

User: Yes, this seems fine to me.

Consumer Grievance Assistance Chatbot:Consumer Grievance Assistance Chatbot: Thank you. On the basis of the documents that you have given me, Here is your [complaint](https://docs.google.com/document/d/1oOXBoB2fq7cU0Pk66tUE-iHKeCcWtWWfqKHYgCxsX0E/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?

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/1dRELrJ30BRSbtbfRmQtQd-l-lw5rOLcBjReA7dYbBEk/edit) and [MoP](https://docs.google.com/document/d/1ZXdhUHWcUdndIZJo0FOvounZaKfs86YvI7INIIBDHxQ/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?

User: 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: 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 New Delhi as the State and North 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 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:-

“The complainant, Tilak Ram, booked a 2 BHK flat in the Aquapolis project by Ansal Landmark Township Pvt. Ltd. in January 2011. Despite paying over 83% of the total sale consideration, the complainant has not received possession of the unit due to the opposite party's failure to construct the particular block/tower. The complainant issued a legal notice demanding refund and compensation, but the opposite party failed to respond adequately. Alleging deficient services, unfair trade practices, and breach of contractual obligations, the complainant has approached the District Consumer Disputes Redressal Commission seeking refund of the remaining principal amount along with interest, compensation, and litigation costs.”

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 for mediation.

Consumer Grievance Assistance Chatbot: In that case, the consumer court in New Delhi has to proceed with the case. In case you get any problem in the above process or have any doubt, I would suggest you to 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: 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.