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

User: I paid a sum of money towards annual fees, but I am now unable to recover the money from the educational institution.

**Consumer Grievance Assistance Chatbot: I’m sorry to hear that. Can you provide me further details about the issue?**

User: My child is studying in a private school in the city of Cosmos. As part of the annual fees, I was asked to pay Rs 1,00,000. I paid the amount by way of cheque dated 06/03/2022, but now I have been transferred to another city so I want to withdraw from the admission process.

**Consumer Grievance Assistance Chatbot : Okay. At the time of making the payment, were you informed of the refund policy?**

User: Partly yes. It was not mentioned that under no circumstances would the money be refunded.

**Consumer Grievance Assistance Chatbot: Did you find out about the existence of any exception under special circumstances?**

User: Yes, but it was not helpful

**Consumer Grievance Assistance Chatbot: Did you mention your reason for withdrawing from the admission process?**

User: Yes, on 15/03/2022, I issued a legal notice to the institution for a refund of the money paid towards annual fees, and Rs 10,000/- as compensation for the mental distress caused, but they reiterated the terms and conditions of the refund policy.

**Consumer Grievance Assistance Chatbot: Is there anything else that you would like to add?**

User: I visited the school campus on 02/03/2022 to discuss the matter. However, the officials categorically denied my request for fees refund. When I asked if at least a partial refund was possible given that the intimation regarding withdrawal from the admission process was done a good two months before the start of the academic year, I did not get a favorable response.

**Consumer Grievance Assistance Chatbot: Okay, I understand your concern. Under the 2019 Act, education may be considered as a service and therefore brought under the ambit of the Consumer Protection Act. However, the following scenarios may not be covered:**

∙         Conducting Exams.

∙         Issue of Roll No.

∙         Deciding Examination Center.

∙         Evaluating papers.

∙         Canceling Candidature.

∙         Allotting Subjects.

∙         Declaring Results.

User: Thanks, but I would like to know if I can get a refund in my case.

**Consumer Grievance Assistance Chatbot: If you have paid the fees for certain facilities, and if they were not provided, then you may be able to get a refund to that extent even if it is non-refundable.**

For more information, please visit <https://consumerhelpline.gov.in/faq-details.php?fid=Higher%20Education#:~:text=In%20case%20the%20issue%20is,in%20case%20of%20Higher%20Education>.

**Consumer Grievance Assistance Chatbot: Do you wish to approach the Consumer Grievance Redressal Forum?**

User: Yes, I would like to

**Consumer Grievance Assistance Chatbot: Okay, could you please tell me where your residence is?**

User: I live in the city of Cosmos

**Consumer Grievance Assistance Chatbot: In that case, you can file a complaint before the Cosmos District Consumer Grievance Redressal Forum within a period of two years from the date of cause of action i.e 20/07/2022. You can either use the E-Daakhil portal to file your complaint, or submit a physical copy of the complaint in the commission.**

Please note that since the value of the service is less than Rs 5 lakhs, you do not have to pay any court fees, but ensure you have the following with you:

1. Receipt payment
2. Copies of the correspondence with the institution regarding refund of fees

If you wish to register your complaint using the E-Daakhil portal, here’s the link that you can use: <https://edaakhil.nic.in/> . The portal has an instruction manual that provides you with step-by-step procedure for registering a complaint

**However, please feel free to let me know if you need any assistance with respect to drafting a consumer complaint.**

User: Yes, it would be really helpful if you share a template that I could use for reference

**Consumer Grievance Assistance Chatbot: Sure, that can be done. Could you please tell me your name, age, occupation and address?**

User: I am Bruno, and my age is 46. I work as a graphic designer. My residential address is 20/918, III street, Vimala Nagar, Cosmos – 100

**Consumer Grievance Assistance Chatbot: Could you please specify the name and address of the institution?**

User: ABC Educational Services located at 24/908, 3rd street, Vimala Nagar, Cosmos-25

**Consumer Grievance Assistance Chatbot: Thanks, here’s a draft Legal Notice and complaint along with Memorandum of Parties (MoP) and Affidavit that you can further modify according to your requirements:**

[Complaint](https://docs.google.com/document/d/1qkqljL7hDup8tGAwN9GXjpjTcnPrtQJH/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true)

Legal Notice

[Affidavit](https://docs.google.com/document/d/1L98DDbuv_Xk1uNv0j9tTm0T5JWx2PMkk/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true)

[Memorandum of Parties](https://docs.google.com/document/d/1r7OIQzMqWKQvnzben8U4YowvrNZOKXJP/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true)

User: Thanks

**Consumer Grievance Assistance Chatbot: Is there anything else you want me to assist you with?**

User: No, 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.**