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

User: Hello, I live in Moga. I have a house which is locked. No one is residing there. Since no one is there, for all these years I have paid electricity only on an average basis. But for the period of 25.11.2022 to 20.1.2023, I received the bill saying that I had consumed 2,48,382 units of electricity for the period and that I must pay the same. The bill amount is 25,29,210 Rs!! I haven’t used any units at all.

Consumer Grievance Assistance Chatbot: I am really sorry for what you went through. May I know the date you received this bill and for how long you have been owning the house?

User: I received it on 20.1.2023 itself. I have been the owner since 2009.

Consumer Grievance Assistance Chatbot: Have you approached the Electricity Board to request them to check if the billing is incorrect?

User: Yes, I went to the electricity board on 21.1.2023 to ask them about this. I have been told that I must pay the amount since they have rejected my claim.

Consumer Grievance Assistance Chatbot: What reason have they given for rejecting your claim?  
User: They are saying that initially, they thought that the meter was defective but that later upon checking the meter, they found out that it was working properly. Since it is working properly, I have to pay the amount it seems.

Consumer Grievance Assistance Chatbot: May I know when the house was unoccupied?

User: It has been unoccupied since June 2015 and since then I have been paying the bill only on an average basis.

Consumer Grievance Assistance Chatbot: Incorrect billing amounts to a deficiency of service. It is highly improbable that even if you were residing in the said premises, then you would be charged such a high amount. Due to this, you have the right to seek redressal, i.e., get a remedy for the same. Let me know what kind of remedy you are seeking and how much you want for the same.

User: I want the bill to be set aside and compensation for mental agony. This is scary. I think compensation for mental agony must be 1,50,000 Rs.

Consumer Grievance Assistance Chatbot: In order to get the relief that you are seeking, you can file a complaint before the Consumer Forum which has jurisdiction to hear your case. You can also go for mediation or contact the Punjab State Consumer Helpline to assist you in this regard. You can find the helpline number [here](http://foodsuppb.gov.in/?q=node/91#google_vignette). Please feel free to ask me any clarifications regarding each of the options I have presented to you.

User: I do not want to try out of court settlement mechanisms. I contacted the helpline but it has not been of much use. So, I have to file a complaint before the consumer forum.

Consumer Grievance Assistance Chatbot: Before you file a complaint, you must send a fifteen-day notice to the electricity department and if you don't receive a satisfactory response or if you don't receive a response after a period of fifteen days, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes, please draft a notice.

Consumer Grievance Assistance Chatbot: In that case, I require some details such as your full name and address, and the full name and address of the electricity department that supplies electricity to you.

User: My name is Jaswinder Singh and I live in Pandori Gate, Dharamkot, Tehsil Dharamkot, District Moga, Punjab. The electricity department is the SDO North, Sub-division, PSPCL, Moga. It has its office on GT Road, Moga.

Consumer Grievance Assistance Chatbot: Thank you. I also need your Customer ID Number and the address of the house to whom electricity is being supplied here. Or else, you can upload your electricity bill here if it also has the address and ID Number.

(upon uploading the bill)

Consumer Grievance Assistance Chatbot: Thank you. The notice must mention the relief that you are seeking. Here, you are seeking compensation and a setting aside of the bill. Is it okay if the notice directs the relief to be initiated within fifteen days of it being received by the PSPCL? This is because the notice is for a period of fifteen days.

User: yes, that is not a problem. Please do the needful.

Consumer Grievance Assistance Chatbot: Got it. Do you want to send the notice physically or by email?

User: I prefer sending it physically.

Consumer Grievance Assistance Chatbot: Understood. Based on the information you have provided me, I have drafted a notice. You can access the [notice](https://docs.google.com/document/d/1Zv6ieZgvm73Zln0ZRUl3oKXc0tF3BSJ3/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here. Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also mention the date in the notice before you send it. If you don't receive a satisfactory response or if you don't receive a response at all, you can initiate legal action by filing a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint?

User: Yes, please provide me with the steps on how I can file a complaint before the consumer forum.

Consumer Grievance Assistance Chatbot: Consumer Grievance Assistance Chatbot: First, I would have to determine which consumer forum has the jurisdiction, i.e., the authority to hear your case. In your case, both you and the PSPCL are situated in Moga. So, the consumer court in Moga is the appropriate forum to hear the case. Do you want me to draft a pre-filled complaint that you can use?

User: Yes, it will be great if you can draft a complaint which I can use.

Consumer Grievance Assistance Chatbot: Great. The complaint will have with it your electricity bill as evidence. I just require your father’s name, your age and your occupation.

User: His name is Hardeep Singh. I am 62 years old and I am a retired civil servant.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1CWHQnwWDrDL4t3ZHZa9-4y_XovXZjoba/edit) here. 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: You can access the [Affidavit](https://docs.google.com/document/d/1OHUotoRHKhBQXNpbKp7tY39jYyRWxwPU/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here and the [Memorandum of Parties](https://docs.google.com/document/d/1F_DalNFzLkzy0UWM-luJV3-uXgi_inpQ9QgY12dK9u4/edit) here. You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarized. In case of any queries regarding how you can get the Affidavit notarized, feel free to approach me anytime. After filling all the documents and getting the affidavit notarized, 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](https://edaakhil.nic.in/).
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 Punjab as the State and Moga as the relevant 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 "S.D.O. North, Sub-Division, PSPCL” 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 Opposite Party supplies electricity to the house of the Complainant. The Opposite Party has incorrectly issued a bill to the tune of 25,29,210 Rs. to the Complainant on the ground that 2,48,382 units of electricity were consumed. However, the house for which the said bill has been issued is unoccupied and despite the Complainant attempting to reason the same with the Opposite, the latter has not obliged and has not set aside the bill."
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.

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. The process is identical to what I have already told you, with the difference being that the mediation will be conducted by the court-attached mediators. However, if the parties do not arrive at an amicable settlement, the matter is sent back to the court.

User: Got it. 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.