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

User: This electricity board cut my electricity service connection without notice.

Consumer Grievance Assistance Chatbot: I’m sorry to hear about your electricity service being cut off without notice. Generally, utility companies are required to provide notice before disconnecting service, allowing consumers time to make arrangements such as paying overdue bills or setting up payment plans.

User: What should I do now?

Consumer Grievance Assistance Chatbot: If you believe the disconnection was done without proper cause or notice, you may have grounds to file a complaint. It would be advisable to gather any communication or notices from the electricity board regarding this issue. If you need assistance drafting a legal notice or any other document related to this matter, feel free to ask for help.

User: Can you draft a legal notice for my case if I provide you the required details?

Consumer Grievance Assistance Chatbot: Certainly, I can help you draft a legal notice. Please provide me with the details of your name and address and the name of the opposite party’s name and address.

User: My name is Babu P.A. My address is Parackal, Madukka P.O. Kottayam - 686513. The opposite party is Assistant Executive Engineer, Kerala State Electricity Board. Its office is located in Mundakkayam – 686513.

Consumer Grievance Assistance Chatbot: Thank you. Further, please provide me with the details of account number or service connection number related to your electricity service? Further please provide the date when the electricity was disconnected, any previous communication or notices received from the electricity board regarding this issue and the details of any payments made or disputes with the electricity board.

User: I am a consumer of the opposite party vide Consumer No.24612 in the month of December, 2019. They disconnected the electrical connection alleging that there is an arrear of electricity charges for the month of December, 2019. Thereafter on 27-12-2019, I paid the electricity charges. However, the opposite parties disconnected the service connection without serving any notice to me. The disconnection of the electricity during the Christmas season caused me mental agony and hardship. Though the arrear amount was paid on 27-12-2019, the opposite parties reinstated the service connection only after 36 days. My request to reconnect service connection to the opposite parties became vain.

Consumer Grievance Assistance Chatbot: Thank you. Kindly, give the specific amount you are seeking in compensation and the deadline for the opposite party to respond. Typically, this is 15 to 30 days from the receipt of the notice. Once you provide these details, I can draft a legal notice for you.

User: I want opposite party either to pay to pay Rs.2,25,000/- as compensation

Consumer Grievance Assistance Chatbot: Thank you. Please find the [notice](https://docs.google.com/document/d/1HTZt6L1Up_rtTr1PRcQJX9rgMWKnuQRitP0y9-54qgA/edit) that I have drafted. Please fill in the relevant details as required. Kindly, let me know if anything else is required to help your case.

User: Thank you! What is the next step that I should take if my problem is not solved by the legal notice?

Consumer Grievance Assistance Chatbot: If the legal notice fails, you may file a consumer complaint at the forum with appropriate jurisdiction through the E-Daakhil portal. I can provide you with any help required in the filing of the consumer complaint.

User: How do I file the consumer complaint?

Consumer Grievance Assistance Chatbot: To approach the Consumer court for redressal in India:

1. Identify the jurisdiction based on the value of the goods or services and the compensation claimed.
2. Prepare a formal complaint detailing the nature of the issue, the deficiency in service or the defect in the product, and the relief sought. Include all relevant facts, evidence, and documents.
3. File the complaint along with the requisite fee and supporting documents at the appropriate consumer forum. You can also file the complaint online through the official consumer forum portal which is available on <https://edaakhil.nic.in/>.

User: Can you identify the appropriate jurisdiction for my case?

Consumer Grievance Assistance Chatbot: Considering the amount you mentioned, your case would fall under the jurisdiction of the District Consumer Disputes Redressal Commission.

User: Can you prepare a draft complaint for me with the given details?

Consumer Grievance Assistance Chatbot: Certainly! Do you want to add any further details other than that given for the legal notice?

User: Along with the compensation, I want to add a litigation cost of Rs. 5000.

Consumer Grievance Assistance Chatbot: Thank you for the details. Please find a draft [complaint](https://docs.google.com/document/d/1yikIHxL3SYN4rly1VzceTahew9ECKfYMyziiwaDyEtM/edit). Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as the copy of your consumer account, previous bills, any correspondence with the electricity board and proof of payment. It’s advisable to consult with a legal professional to review the complaint and guide you through the process of filing it with the consumer forum.

User: Thank you for the draft complaint. Do I need to do anything else before filing the complaint?

Consumer Grievance Assistance Chatbot: Before filing the complaint, it’s important to ensure that you have completed the following steps:

1. Check the required court fee for filing the complaint. The fee varies based on the claim amount and the forum level.
2. Ensure that you are within the limitation period for filing the complaint, which is generally two years from the date of the cause of action.
3. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”.

User: Alright thank you. Can you provide me with a draft of the affidavit according to the details given by me?

Consumer Grievance Assistance Chatbot: Certainly, please find a draft [affidavit](https://docs.google.com/document/d/1kQT9Mrn5kcPO3xGV5iJxR6388Q7AJQ5qWFQ-gSj_knk/edit) to accompany your complaint. Please ensure that all the information provided in the affidavit is true and correct to the best of your knowledge. Once completed, this affidavit needs to be notarized. It is advisable to have a legal professional review the affidavit before submission to ensure its accuracy and completeness.

User: Thank you! Can you also draft a memorandum of parties for the complaint?

Consumer Grievance Assistance Chatbot: Certainly, please find a [memorandum of parties](https://docs.google.com/document/d/1nAUYVAgbbZA2pB0VaIxZnYJzPF87G5N2lvdGS35WV3U/edit) that you can use. Please ensure that you fill in the complaint number and any other relevant details before filing. This memorandum should be attached to your complaint when you submit it to the consumer forum. It’s also advisable to consult with a legal professional to ensure that all the necessary legal formalities are correctly followed.

User: Thank you! Can you tell me where I need to file the complaint?

Consumer Grievance Assistance Chatbot: To file a consumer complaint in India, you have the option to do so either online or offline.

* Online: You can lodge a complaint online on the [E-Daakhil](https://edaakhil.nic.in/) portal.
* Offline: If you prefer to file a physical complaint, you can do so at the consumer Dispute Redressal Commission, which is available at the district, state, and national levels, depending on the value of the goods or services in question.

User: I would prefer to file the complaint online. Can you provide me with a step-to-step guide for filing the complaint on the E-Daakhil portal.

Consumer Grievance Assistance Chatbot: Certainly! Here’s a step-by-step guide to file a complaint on the eDaakhil portal:

1. **Visit the eDaakhil Portal:** Go to the official eDaakhil website.
2. **Register:** If you’re a new user, you’ll need to create an account. Click on the ‘Sign Up’ or ‘Register’ option and provide the required personal information.
3. **Log In:** Use your credentials to log in to the platform.
4. **File a Complaint:** Look for the option to file a new complaint. You may need to select the ‘Complain’ button located at the top left corner of the page.
5. **Enter Details:** Provide detailed information about your complaint, including personal details, the nature of the complaint, and the relief sought.
6. **Upload Documents:** Attach any relevant documents that support your complaint. This may include invoices, receipts, correspondence, or any other proof of the transaction.
7. **Submit the Complaint:** Review all the information, make sure everything is correct, and submit your complaint.
8. **Make Payment:** Pay the required fee for filing the complaint. The portal facilitates both online and offline payment options.
9. **Track Your Complaint:** After submission, you can track the status of your complaint through the portal using the complaint number provided.

Remember to keep a copy of the complaint and all the documents you’ve submitted for your records. If you encounter any issues while filing the complaint or need further assistance, you can refer to the video tutorials provided on the eDaakhil portal or contact their support for help.

I hope this helps you in seeking redressal for your grievance.

User: Thank you!

Consumer Grievance Assistance Chatbot: Thank you for using the tool. Feel free to raise further queries anytime or you can log on to https://consumerraffairs.nic.in/ or dial 1800-11-4000 (National Consumer Helpline) for more information.