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

User: This electrical connection service provider sent a notice demanding to pay Rs. 18,930 out of nowhere.

Consumer Grievance Assistance Chatbot: Receiving a sudden demand notice for payment can be concerning, especially if it’s unexpected. Has the service provider sent a notice or done any inspection before sending the notice for payment?

User: No, they served the notice for payment without any prior notice or inspection.

Consumer Grievance Assistance Chatbot: The electricity service provider should have issued a prior notice and conducted an inspection before sending the notice for payment. Whether you have paid or not paid the amount, you have a right to approach the electricity ombudsman to resolve the dispute.

User: I had filed a complaint with the Assistant Engineer of the Electrical Section. They sanctioned installments on receiving the complaint. Thereafter challenging the said order I filed an appeal before the Executive Engineer Pala on 23.04.2011. As there was no response I filed another complaint before the Executive Engineer on 23-4-2012. The same also became vain. Then on 19.08.2013 I filed another petition before the Deputy Chief Engineer, which also became vain. When I filed a petition under the provisions of the Right to Information Act my complaint was disposed of on 02-08-2017.

Consumer Grievance Assistance Chatbot: It seems you have been persistent in seeking a resolution to your complaint through various levels of the electrical department. The lack of response and the eventual disposal of your complaint can be frustrating. You have a right to file a consumer complaint against the service provider. However, it is preferable to send a legal notice before filing a complaint.

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 Mathew O.S. My address is Oliyakkattil House, Ramapuram Kara, Ramapuram Village Meenachil Taluk. The opposite party is Assistant Engineer, Electrical Section. It is located in Ramapuram.

Consumer Grievance Assistance Chatbot: Thank you. Can you please provide me with the details regarding your consumer number and the place of installation of the electrical service? Further can you also provide the details of the notice for payment, including the cause given therein and whether you have paid the bill or not?

User: I am the owner of a saw mill having electricity connection of Electrical Section, Ramapuram vide consumer no. 2655 LTE. I purchased the saw mill from one C.E. Thomas in the year 1980. On 19-03-2011 without any notice to me and without any inspection I was served with notice demanding to pay Rs.18,930/. There is no details in the said bill except an entry that capacitor insufficient 4/08 to 1/11. I was forced to pay the said bill only to avoid the disconnection of electricity energy. I was regularly paying the entire energy bill which was issued by them after the inspection of their Sub Engineer. Without any basis they alleged that there was a lack of electrical equipment in the saw mill of the complainant. I was not informed about the time of the inspection. Without any reason they came to the conclusion that the capacitor had been defective for the last three years. They illegally issued the bill and this amounts to deficiency in service.

Consumer Grievance Assistance Chatbot: Thank you for the details. 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 the opposite party to pay Rs. 63,390.

Consumer Grievance Assistance Chatbot: Thank you. Please find a [notice](https://docs.google.com/document/d/1eMXLBpv8DrMww6VHhtMvoDJ1Oz6Epzcn70iYdF-aM2k/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: No.

Consumer Grievance Assistance Chatbot: Thank you for the details. Please find a draft [complaint](https://docs.google.com/document/d/1DwX1KUVqduW0dPvtBABP2hXcQWj_WbadiGWNNFyG324/edit). Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as the copy of the notice for payment, copies of bills already paid before regularly, copies of all communication between you and the opposite party. 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 an [affidavit](https://docs.google.com/document/d/1ndCbVqqK-m0ZdizjwmcE_ggDNxdkSe8At7uV4KWMdhs/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 the [memorandum of parties](https://docs.google.com/document/d/18_wxPguI3NAYcFsSeUt1K6QeD6x2hJuVDgfyIUA8apU/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.