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

User: This water service provider is not giving sufficient water supply to us.

Consumer Grievance Assistance Chatbot: I understand your concern about the insufficient water supply. Have you tried reaching out to the water service provider to formally report the issue?

User: Yes I have approached the opposite party several times but they did not care to redress our grievances.

Consumer Grievance Assistance Chatbot: It’s disheartening to hear that your attempts to resolve the water supply issue have not been successful. When a service provider ignores repeated complaints, it’s time to consider more formal legal steps to ensure your grievances are addressed. You can send a legal notice to them detailing the particulars of the complaint, the relief sought, and a reasonable time period for the service provider to comply.

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 P.K.Chandy. My address is Planthanathu Karottu House Poovanthuruthu P.O, Panachikadu Village Kottayam Taluk, Kottayam District-686012. The opposite party is Kerala Water Authority and is represented by its Executive Engineer. It is located in P.H.Sub Division, Collectorate P.O, Kottayam-02.

Consumer Grievance Assistance Chatbot: Thank you. Can you please provide me with the details of the service connection number related to your water service? Further please provide the details of the water supply issue, your approach, if any, to the service provider and their response.

User: We are availing domestic connections of the opposite party. They failed to give sufficient water supply to us during the summer season as agreed. Though we approached the opposite party several times they did not care to redress the grievances of the complainant. All the water connections are provided under the Kolladu Rural Water scheme. The water to be supplied to the complainants is stored in the water tank at Kolladu. But in the course of supply when the water reaches the Kaduvakulam point the opposite party bifurcates the water in three areas and to the east of Kaduvakkulam using a valve placed at the Kaduvakkulam point. The present president of Panachikkadu Grama Panchayath who is elected from ward no. 22 influenced MLA and has removed the valve which is placed for regulating the supply of water and has provisioned easy and regular supply of water to ward no. 22. Due to the non supply of water, I had to depend on other sources including hiring of water by spending large amounts.

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: The opposite party committed deficiency in service and hence are liable to compensate us Rs.50,000/- and regular water supply.

Consumer Grievance Assistance Chatbot: Thank you. Please find the [notice](https://docs.google.com/document/d/1ZrQ2Qu8NfD413pljg4bRU6O5dbutW4DRAuAjeoUE1j4/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/14KDZnxFSMjCZPrU_b5yLkq0R5A2x6H6UHHqyopCE7go/edit) that I have drafted. Please ensure that you fill in your signature and other specific details before filing. Attach all relevant documents, such as the copy of your service provider account, previous bills, any correspondence with the water service provider 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/1dWfwV1w6ZJAIrF6VMFe3KvZI-FYPdn3LMX_WRk5CG7s/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/1mW6rdPD-1A57s1ZXdDLvp5nyum8dqaCQHwpzL3JO6Ko/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.