Consumer Grievance Assistance Chatbot - Hi! I am your consumer grievance assistance tool. How may I assist you today?

User - I was sent a huge electricity bill on 08/08/2021 for Rs 38,302 payable by 22/09/2021. Despite paying electricity bills regularly without any dues, I was shocked to receive such a large bill.

Consumer Grievance Assistance Chatbot - I am sorry to hear that. Please provide the serial no of the electricity connection and invoice number.

User - The A/c No. is ID-C-432018385 R.B.GL 4,MR Code 1432116.

Consumer Grievance Assistance Chatbot - Please provide the name and the location of the establishment responsible for providing the electricity connection.

User - The electricity connection is provided by CHESCOM and is located on KEB Road, Arakalagudu, Hassan

Consumer Grievance Assistance Chatbot - Have you contacted the establishment regarding this issue?

User - Yes. I personally went to CHESCOM but they did not resolve the issue.

Consumer Grievance Assistance Chatbot - That must be very distressing. Have you taken any legal action against the establishment?

User - Yes, I sent a notice on 21/10/2021 asking them to resolve the large electricity bill due..

Consumer Grievance Assistance Chatbot - This appears to be a case of deficiency of service. Since you have already issued a legal notice to the establishment and have not received any response, there are 2 further remedies available. You can either file a complaint before the specific District Consumer Redressal Forum that has jurisdiction in your case or contact the National Consumer Helpline on this number - 1800-11-4000. A representative will assist you with specific steps over the phone once you contact the helpline. Which option would you prefer?

User - I would like to file a complaint.

Consumer Grievance Assistance Chatbot - Before filing a complaint, could you please confirm whether 15 days have passed since you delivered the legal notice and have not received any response?

User - Yes, the notice was delivered on 21.10.2021 and more than 15 days have passed.

Consumer Grievance Assistance Chatbot - Great. To file a complaint, could you please provide some details including your full name and age, your father’s name, your permanent address?

User - My full name is Devaraju, my father’s name is M.Mallegowda and I live in Bittagowdanahalli, Doddmagge Hobli, Arakalagadu Taluk, Hassan.

Consumer Grievance Assistance Chatbot - Thank you. What remedy would you like to seek against the establishment?

User - I want CHESCOM to withdraw the electricity bill and compensation of Rs 15,000 for all my expenses and for the mental agony caused.

Consumer Grievance Assistance Chatbot - Do you have documentary evidence such as invoices, etc?

User - Yes, I have the electricity bill issued on 08/08/2021 as well as electricity bills for all months through 2021 and 2022.

Consumer Grievance Assistance Chatbot - Thank you. Your total consideration would be Rs 53,302 (including compensation for deficiency of service and mental agony). Further, since you live in Hassan and the establishment is located in Hassan, you can file the complaint in Hassan. Do you wish to proceed?

User - Yes

Consumer Grievance Assistance Chatbot - Great. You can file a complaint with the Hassan District Consumer Redressal Commission as the appropriate forum. Would you like a draft of the legal notice and the complaint letter?

User - Yes, please.

Consumer Grievance Assistance Chatbot - Here is the **draft** [**Notice**](https://docs.google.com/document/d/1FVS6oCOKuEaY0gg9t5x__vyQAvbSwSn1O2F_XYnssDc/edit) (for your reference) and **draft** [**Complaint**](https://docs.google.com/document/d/1yMYtaIfrPEC2-QFVPPhdNLTU0S9Bio9T3wfqZ2Im6bk/edit)**.** Please download this complaint, fill in the blanks, review, print and sign the complaint. Once the signed complaint is verified by a notary public, scan and upload the complaint as a PDF document on the e-Daakhil portal. You will also need to upload an affidavit and memorandum of parties. Shall I generate these documents?

User - Yes, please.

Consumer Grievance Assistance Chatbot - Here is the [**Affidavit**](https://docs.google.com/document/d/17M_1e1StRIAbJluQgp0SipVkDlaKGJa2F5CnqQRIDRE/edit) and [**Memorandum of Parties**.](https://docs.google.com/document/d/1pTvlaH1hegdrxdqaOBmDCeOzKfwXfuVxajUcy8GtEuI/edit) Please print both these documents and verify the names and addresses on both. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both these documents should be scanned and uploaded on the e-Daakhil portal. Would you like me to guide you through the process of filing a complaint on the portal?

User - Yes, please.

Consumer Grievance Assistance Chatbot - The procedure for filing a complaint on the [e-Daakhil](https://edaakhil.nic.in/) portal is as follows -

### **Step 1: Registration -** Open your web browser and go to [e-daakhil.nic.in](https://edaakhil.nic.in/edaakhil/). On the homepage, navigate to the "Complainant/Advocate Section" and click on "Registration". Fill in your details to register for a new user ID.

### **Step 2: Login to Your Account**: Click on Complainant/Advocate Section" and then enter your user ID and password to log in.

### **Step 3: Filing a New Complaint:** After logging in, you will be directed to the user home screen. Click on the "Filing (By Complainant/Advocate)" dropdown menu and select "File a New Case". Read and accept the disclaimer

**Step 4: Enter Case Details**:

* Enter the claim amount as Rs 53,302 (including Rs 15,000 as compensation for deficiency of service)
* Select Karnataka as the State and Hassan as the District
* You will then be directed to the ‘Case details’ page.
* Fill in the "Complainant Details", including your name (Devaraju), your address (Bittagowdanahalli, Doddmagge Hobli, Arakalagadu Taluk, Hassan), your mobile number, and your email address (if you wish to receive notifications about the progress of your complaint)
* Fill in details about the "Respondent" including the name of the establishment and the manager (Assistant Executive Engineer, CHESCOM) and the address (KEB Road, Arakalagudu, Hassan)
* Since you have sent a legal notice, enter the name of the advocate who is representing you.

**Step 5: Describe the Complaint:**

* Enter the following in the ‘Complaint’ Section - “I was given a massive electricity bill of Rs 38,302 for my house despite paying all my bills without any dues. When I went to CHESCOM to rectify the Bill, my request was denied. I then sent a legal notice on 21/10/2021 but did not receive any response from CHESCOM.”

**Step 4: Upload Documents**

* In the "Document Upload" section, upload the necessary documents, including:
  + - The Complaint document.
    - Affidavit.
    - Memorandum of Parties
    - Supporting documents such as the incorrect bill.

### **Step 5: Finalize and Submit the complaint**

* Click on the "Preview" button to view a merged document of everything uploaded.
* Confirm that all details and documents are correct by ticking the checkboxes.
* Click "Finalize" to submit the complaint.
* **Acknowledgement**: You will see an acknowledgement that your case has been successfully submitted. The case will now appear under the "Pending Approval" or "Pending Payment" section.

### **Step 6: Payment of Fees -**

### If there is a fee associated with filing your complaint, ensure it is paid as per the instructions.

### **Step 7: Follow-Up**

* To Check the status of your case, log in to the e-daakhil portal periodically to check the status of your complaint.
* Attend any hearings or provide additional information if requested by the forum.

### **Additional Information**

* The complaint and all supporting documents must be paginated and indexed in the required order.

This concludes the process of filing the complaint. Do you have any further questions?

User - No, 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://consumeraffairs.nic.in/ or dial 1800-11-4000 (National Consumer Helpline) for more information.