Consumer: The electricity provider refuses to address my billing issues.

Consumer Grievance Assistance Chatbot: Hi, I am Clara, the virtual assistant. I understand you have a consumer complaint related to an electricity bill. Can you please provide me with the name of your electricity provider, your connection details, and a brief description of the issue?

Consumer: I have an electricity connection with SDO "OP" Sub Division, UHBVNL in Bhatgaon, district Sonepat. My name is Sudhir, and the connection was initially in my father's name, Ram Rattan. After his demise, I've been using the connection. They issued incorrect bills, and despite my complaints, they disconnected my electricity supply.

Consumer Grievance Assistance Chatbot: Do you have any documentation related to your electricity connection, such as bills, complaints, or any official communication? When did the billing issues begin? Kindly share if possible.

Consumer: The electricity connection was initially in my father's name, and the issues began in August 2019 when they issued a bill of Rs. 53,861 showing an incorrect reading. I reported the issue on 3.9.2019, and despite verification, they issued another wrong bill of Rs. 56,220 on 11.11.2019.

Consumer Grievance Assistance Chatbot: Can you describe any other relevant details about the billing issues and the subsequent disconnection?

Consumer: I submitted an application for correction on 3.9.2019, and an official from the electricity provider verified the reading as 1753 units, not the 8683 they claimed. However, they failed to rectify the August 2019 bill and issued another incorrect bill in November 2019, leading to the disconnection of my electricity supply.

Consumer Grievance Assistance Chatbot: Thank you. Have you followed up with the electricity provider through multiple mediums or attempted to contact them through different channels?

Consumer: Yes, I have reported the issue through written applications, and they verified the incorrect reading but failed to rectify the billing issues.

Consumer Grievance Assistance Chatbot: How has the disconnection of electricity impacted you, either financially or otherwise? Can you quantify in monetary terms?

Consumer: The wrongful disconnection and the demand for incorrect amounts have caused significant mental agony. I believe Rs. 1,00,000 as compensation is reasonable.

Consumer Grievance Assistance Chatbot: Would you consider exploring mediation or alternative dispute resolution methods before taking legal action against the electricity provider?

Consumer: I do not understand.

Consumer Grievance Assistance Chatbot: Mediation is like a way to solve problems without going to court. In mediation, there are neutral people called mediators who help both sides talk and find a solution everyone agrees on. These mediators can't make decisions for the case; they just try to help everyone get along. The Consumer Court, according to the Consumer Protection Act 2019, can suggest mediation. But for this to happen, both sides must say yes to mediation. The process is similar to what I explained earlier, but in this case, the court picks the mediators. If everyone doesn't agree on a solution during mediation, then the case goes back to court for a decision.

Consumer: Should I go for mediation?

Consumer Grievance Assistance Chatbot: It is entirely your choice as to what method you want to pursue.

Consumer: What other methods are there?

Consumer Grievance Assistance Chatbot: In order to get the relief that you are seeking, you can file a complaint before the Consumer Forum that has jurisdiction to hear your case. You can contact the Haryana helpline as well to lodge the complaint.

Consumer: How do I lodge a complaint with the helpline?

Consumer Grievance Assistance Chatbot: The Haryana State Consumer Helpline will hear your grievance and will guide you by providing the steps involved in filing a case. They will also render advice regarding the strength of your case. [Here](https://haryanafood.gov.in/consumer-helpline/) is the site where you can find the toll-free numbers.

Consumer: How do I go directly to court?

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you would have to send a fifteen-day notice to SDO "OP" Sub Division, UHBVNL. If you do not receive a satisfactory response, or if you do not receive a response from them 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?

Consumer: Yes. Draft a legal notice for me.

Consumer Grievance Assistance Chatbot: In that case, I would require additional details such as your full name and address, the full name and address of SDO "OP" Sub Division, UHBVNL and your connection number.

Consumer: My name is Sudhir, son of Ram Rattan. I live in village Chitana, tehsil and district Sonepat. SDO "OP" Sub Division, UHBVNL is located in Bhatgaon, district Sonepat with connection number BG16-1023M

Consumer Grievance Assistance Chatbot: Thank you. I shall mention a total relief of Rs. 1,00,000 as compensation to be paid to you within a period of 15 days?

Consumer: Yes. What do I do next?

Consumer Grievance Assistance Chatbot: Do you want to send SDO "OP" Sub Division, UHBVNL the notice physically or via email? If you want to send it via email, please provide me with the email ID that can be used by SDO "OP" Sub Division, UHBVNL if they want to send a reply. What would you prefer?

Consumer: I will send personally.

Consumer Grievance Assistance Chatbot: Thank you. Here is your [Notice](https://docs.google.com/document/d/1uAeTARXqiAa0Q3utP_CJk52EZa9Q9qif/edit). 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 within fifteen days, 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?

Consumer: Yes.

Consumer Grievance Assistance Chatbot: First, I would have to determine which consumer forum has the jurisdiction, i.e., the authority to hear your case. The court can be identified on the basis of the location where either SDO "OP" Sub Division, UHBVNL or any of its branches are situated, or where you are residing or working. Since you and SDO "OP" Sub Division, UHBVNL are situated in the same district, you can file a complaint there. Where would you like to file it?

Consumer: Sonepat, since I live there.

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint that you can use? You will need to upload all relevant documents for the same like proof of consumption, proof of billing issues, attempt to solve the problem, official communication from SDO "OP" Sub Division, UHBVNL here.

Consumer: Alright.

Consumer Grievance Assistance Chatbot: Thank you. Here is your [Complaint](https://docs.google.com/document/d/1_wosRId46peIbgvYbFsyOGsYqQoC-e7N/edit). 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?

Consumer: Here is your [Affidavit](https://docs.google.com/document/d/1q8ga0A6FUbm0Ms2vCsCH2lYQynTDfT6fciUDc6LCIWE/edit) and [MoP](https://docs.google.com/document/d/17DiJb_jGDIbpIFoAGNrhys4vQYttxKtXLz0v-Sy0P3w/edit). You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. In case of any queries regarding how you can get the Affidavit notarised, feel free to approach me anytime. After filling all the documents and getting the affidavit notarised, 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](https://edaakhil.nic.in/)?

Consumer: 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.
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 Haryana as the State and Sonepat as the 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 “SDO "OP" Sub Division, UHBVNL”. 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 electricity connection in the name of my father, Ram Rattan, was wrongly billed by SDO "OP" Sub Division, UHBVNL in August 2019 for Rs. 53,861, and despite my complaints and verification, they issued another wrong bill of Rs. 56,220 in November 2019, leading to the disconnection of electricity supply. I am seeking compensation of Rs. 1,00,000 for the mental agony and harassment caused by the wrongful disconnection and incorrect billing.”
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.

Consumer: Got it. Thank you very much!

Consumer Grievance Assistance Chatbot: You are welcome. Feel free to raise further queries anytime. Best wishes.