User: They refuse to give my gas connection.

Consumer Grievance Assistance Chatbot: Hi. I understand you have a consumer complaint related to a gas connection. Can you please provide me with details about when you applied for the domestic gas connection?

User: I applied for the gas connection on September 8, 2018.

Consumer Grievance Assistance Chatbot: Which company was this with?

User: Gail Gas.

Consumer Grievance Assistance Chatbot: Thank you. Could you share the payment details for the application? For example, the amount deposited and any reference number related to the payment.

User: I deposited Rs. 5500/- via a cheque numbered 10.897650, mentioned in document L. 356-21.

Consumer Grievance Assistance Chatbot: Got it. Can you describe the assurances or promises made by Gail Gas regarding the release of the gas connection?

User: The assurance was given by the OP that the gas connection would be released to me shortly after the application.

Consumer Grievance Assistance Chatbot: I see. Despite your repeated visits to the office, it appears the gas connection hasn't been provided. Can you elaborate on your interactions with Gail Gas after the application?

User: Yes, I visited their office multiple times, but the gas connection was not provided. Even after sending a notice on May 17, 2021, there has been no positive outcome.

Consumer Grievance Assistance Chatbot: I understand. This situation must have caused significant distress. Can you share the details mentioned in the notice, and what response, if any, you received from Gail Gas?

User: The notice outlined the wrongful act of Gail Gas, causing mental agony, harassment, and humiliation. Unfortunately, it did not bring any fruitful result.

Consumer Grievance Assistance Chatbot: I see. Can you specify the relief you are seeking in your complaint against Gail Gas?

User: I want Gas to release the domestic gas connection in my name and compensate me for the mental agony, harassment, and humiliation caused. I am seeking compensation of Rs. 30,000.

Consumer Grievance Assistance Chatbot: Thank you for sharing these details. To move forward, do you have any supporting documents related to your gas connection application, payment, or interactions with Gail Gas?

User: Yes, I have all the relevant documents, including the application, payment receipt, legal notice, and records of my visits.

Consumer Grievance Assistance Chatbot: Great. Before we proceed, could you provide a brief overview of the mental distress or inconvenience caused by this issue?

User: The denial of the gas connection and the subsequent lack of resolution have led to mental agony and harassment, affecting my daily life.

Consumer Grievance Assistance Chatbot: Thank you for sharing your grievances. We aim to address these concerns. Considering the circumstances, we propose a compensation amount of Rs. 30,000 to cover financial and emotional losses incurred due to the inadequate resolution. How does this sound to you?

User: That sounds reasonable.

Consumer Grievance Assistance Chatbot: Perfect. We will include this proposed compensation amount in the resolution process. Additionally, we can explore mediation or alternative dispute resolution methods before considering legal action against Gail Gas. Would you like more information on mediation?

User: Yes, please provide more details on mediation.

Consumer Grievance Assistance Chatbot: Mediation is a way to solve problems without going to court. Neutral mediators assist both parties in finding a mutually agreeable solution. According to the Consumer Protection Act 2019, the court may suggest mediators if both sides agree. If mediation doesn't lead to a solution, the case can proceed to court. Would you consider exploring mediation before legal action?

User: I am open to mediation if it helps resolve the issue efficiently.

Consumer Grievance Assistance Chatbot: Great. If both sides agree, the court may suggest mediators. If you prefer to proceed with this approach, we can guide you through the mediation process. What would you like to do?

User: Let's proceed with mediation.

Consumer Grievance Assistance Chatbot: Excellent. We will explore mediation as the next step. Mediators can assist in finding a resolution agreeable to both parties. If mediation doesn't provide a satisfactory solution, we can then consider legal action. Does that sound good to you?

User: No. I am done talking to them.

Consumer Grievance Assistance Chatbot: Thank you for providing all the relevant details, Bijender. Considering your preference, we won't pursue mediation. Instead, we can proceed with other options. Would you like to send a legal notice to Gail Gas, outlining your grievances and seeking resolution?

User: Yes, I would like to send a legal notice.

Consumer Grievance Assistance Chatbot: Alright. To proceed, I'll need a few more details. Could you please provide your full name and address, as well as the full name and address of Gail Gas?

User: My name is Bijender, residing in Gali No. 8, Saraswati Vihar, Mehlana road, Sonepat. Gail Gas Ltd. is located at plot no.16, MC no.207/113, Sidharth Enclave, Bahalgarh road, Sonepat, through its branch manager, presently at Gail Gas Ltd., r/o village Jatheri, tehsil Rai, distt. Sonepat.

Consumer Grievance Assistance Chatbot: Thank you, Bijender. I'll draft a legal notice for you, mentioning your grievances and the relief you are seeking. We propose a total relief of Rs. 30,000 to be paid by Gail Gas. Is that acceptable to you?

User: Yes, that works.

Consumer Grievance Assistance Chatbot: Perfect. Would you prefer to send the legal notice physically, or do you want to consider sending it via email for a potentially quicker response? If you choose email, please provide me with Gail Gas Ltd.'s email ID.

User: I'll send it physically.

Consumer Grievance Assistance Chatbot: Great. I've prepared the legal [Notice](https://docs.google.com/document/d/1bKAolywJ5I595_6pIEMFham9XSRj3hG0/edit). Remember to sign it before sending it. If you don't receive a satisfactory response within 15 days, you can proceed by filing a complaint before the consumer forum. Would you like guidance on filing a complaint?

User: Yes, please guide me on how to file a complaint.

Consumer Grievance Assistance Chatbot: Certainly. To file a complaint, we first need to determine which consumer forum has jurisdiction. Since you and Gail Gas are in Sonepat, the Sonepat district consumer forum is suitable. Is that acceptable to you?

User: Yes, that's fine. What's the next step?

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint for you? You'll need to upload relevant documents such as the application, payment receipt, legal notice, and any response received from Gail Gas.

User: Yes, please provide a pre-filled complaint.

Consumer Grievance Assistance Chatbot: Here is the pre-filled [complaint](https://docs.google.com/document/d/1t8jh8FL-eu2PgBuk-pGV2ENp9CDwqUWe/edit). Fill in the necessary details such as the date and your signature. Additionally, you must submit an affidavit and a document called the “Memorandum of Parties.” Would you like pre-filled templates for these documents?

User: Yes, please provide pre-filled templates.

Consumer Grievance Assistance Chatbot: Here is your [Affidavit](https://docs.google.com/document/d/1B9r5ygCTbWS8we0x2B-46yD66Vcx9VNySlGLnoAqNVM/edit) and [MoP](https://docs.google.com/document/d/1y-y0kbYtyRmAfId64Utsh1K1qud-CbEX12Z67MbQcLM/edit). Fill in the details left blank, and get the affidavit notarized. After completing all documents, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Would you like a step-by-step guide on filing the complaint on E-daakhil?

User: Yes, please guide me on filing the complaint.

Consumer Grievance Assistance Chatbot: You have to follow these steps to file a complaint:

1. Create an account on E-daakhil.
2. Verify your email address and log in.
3. Go to “Consumer Complaint” and accept the terms and conditions.
4. Click “Consumer Complaint” and enter the claim amount.
5. Select Haryana as the State and Sonepat as the district.
6. On the “Case Details” page, enter necessary details.
7. In the “Party Name” section, enter “Gail Gas Ltd.”
8. In the “Advocate” Section, enter your advocate's details or leave it blank if you don't have one.
9. In the “Complaint Section,” provide a detailed account of your grievances. Type “The complainant applied for a domestic gas connection on 8.9.2018, deposited Rs.5500, but Gail Gas failed to provide the connection despite assurances and repeated visits. The legal notice yielded no resolution, causing mental agony. The complainant seeks reinstatement of the gas connection and compensation of Rs. 30,000 for the wrongful act”
10. In the next section, enter the necessary details and attach the filled Complaint, Affidavit, and Memorandum of Parties.
11. Verify details and submit your complaint.
12. On the “Pending Complaints” page, pay the necessary fees.

User: Got it. Thank you very much!

Consumer Grievance Assistance Chatbot: You're welcome. Feel free to ask if you have any further questions. Best wishes!