Consumer: I have a problem with the electricity pole not being relocated.

Chatbot: Hi there! I'm here to assist you. I understand you're facing an issue with the relocation of an electricity pole. Can you share more details about the problem?

Consumer: I, Om Parkash, own a property in Gohana. I requested UHBVNL to relocate an electricity pole obstructing my reconstruction plans. They agreed, but after paying Rs. 11,686, they haven't shifted it, causing significant delays.

Chatbot: Thank you for providing the details. Do you have any evidence of the payment and your communication with UHBVNL regarding the pole shifting?

Consumer: Yes, I have receipt no. 307 dated 17.09.2018 for the payment and all communication records with UHBVNL.

Chatbot: Great! Could you describe how this delay has impacted you, either financially or otherwise? And do you have a specific compensation amount in mind?

Consumer: The prolonged delay has caused financial loss and mental distress. I'm seeking compensation of Rs. 20,000 for the inconvenience.

Chatbot: Understood. Have you considered mediation or alternative dispute resolution methods before considering legal action against UHBVNL?

Consumer: No, I prefer to proceed with legal action.

Chatbot: Okay. Would you like assistance in drafting a legal notice to UHBVNL regarding your grievances?

Consumer: Yes, please help me draft a legal notice.

Chatbot: Sure! Before we proceed, could you provide your full name and address, as well as UHBVNL's full name and address?

Consumer: I'm Om Parkash, residing at Opp State Warehouse, Gohana. UHBVNL is located at [UHBVNL's address].

Chatbot: Thank you. I'll draft a legal notice for you, including the compensation amount of Rs. 20,000. Is that acceptable?

Consumer: Yes, that works.

Chatbot: Do you want to send the legal notice physically or via email? If via email, provide me with UHBVNL's email ID for a potential reply.

Consumer: I'll send it physically.

Chatbot: Perfect! Here is your [notice](https://docs.google.com/document/d/1wjb-SxYlhahiJrwX7hCAdgCszgCBU_2ubwkfiB__66E/edit). Remember to sign it before sending. If you don't receive a satisfactory response within 15 days, we can proceed with filing a complaint. Would you like guidance on filing a complaint?

Consumer: Yes, please guide me on filing a complaint.

Chatbot: First, we need to determine which consumer forum has jurisdiction. Since both you and UHBVNL are in Sonepat, the Sonepat district consumer forum is suitable. Is that acceptable?

Consumer: Yes, that's fine. What's next?

Chatbot: Do you want me to draft a pre-filled complaint for you? You'll need to upload relevant documents like the receipt, communication with UHBVNL, and evidence of the delayed pole shifting.

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

Chatbot: Here is your [complaint](https://docs.google.com/document/d/11fX2nB_ax5smbMSbtlG_EGMOt-Y-oYr1oP6paprkVig/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?

Consumer: Yes, please provide pre-filled templates.

Chatbot: Here is your [affidavit](https://docs.google.com/document/d/1AdpaTLJTIJw7k3f2bUClStMia-Vvp1aHI2bbk84mNbY/edit) and [MoP](https://docs.google.com/document/d/1Mh0BHGB8vrrTYWe-GKjAflUbhVlNlqQtcP-HOWm5ba4/edit). Fill in the details left blank, and get the affidavit notarized. After completing all documents, you can file your complaint on E-daakhil, the portal for consumer redressal. Would you like a step-by-step guide on filing the complaint on E-daakhil?

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

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 Gohana as the district.
6. On the “Case Details” page, enter necessary details.
7. In the “Party Name” section, enter “UHBVNL.”
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 “UHBVNL failed to fulfill their commitment to shift the electricity pole, causing significant delays in my reconstruction plans. The suggested compensation of Rs. 20,000 is intended to address both the financial and emotional toll stemming from the delayed pole shifting and the disrupted reconstruction plans.”
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.

Consumer: Got it. Thank you very much!

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