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

User: I've had an issue with Mahanagar Gas Ltd. regarding an excessive gas bill and I'd like to file a consumer complaint.

Consumer Grievance Assistance Chatbot: I'm really sorry to hear that you're facing this problem. Let's address your concern step by step. To begin with, can you please provide me with your full name and residential address as well as the full name and business address of Mahanagar Gas Ltd.?

User: Sure, my name is Shivam Ramling Menkudle. My address is A-1/403, Neelkanth Valley CHS, Dhokali Naka, Thane (West) 400 606. The branch of Mahanagar Gas Ltd. involved is in Luiswadi, Thane 400 607, and their main branch is located at Pay & Accounts Building, Ground floor, Bandra Kurla Complex, Bandra (E), Mumbai 400 051.

Consumer Grievance Assistance Chatbot: Thank you for providing the details, Shivam. Now, could you tell me more about the nature of your complaint, including specific dates, transaction details, amounts paid, and any prior attempts you have made to resolve this issue?

User: Absolutely. My consumer number with Mahanagar Gas is 1100494770. From 2019 until December 2020, my bills were around Rs 268 for consuming 10-12 SCM units of gas. I have an ECS facility for bill payments and had given a cheque of Rs 2000 as advance payment. But in April 2021, I received a bill of Rs 6650.25, which was unexpectedly high. My mother had complained about this, but no action was taken.

Consumer Grievance Assistance Chatbot: I understand your concerns, and before we proceed with drafting a legal notice or filing a formal complaint, it's worth considering mediation as an initial step. Mediation is a less formal, often quicker, and generally less expensive way to resolve disputes. It involves a neutral third party who helps both sides come to a mutual agreement. This process can often lead to a satisfactory outcome without the need to go through the court system. Would you be interested in exploring this option with Mahanagar Gas Ltd.?

User: Based on my experiences so far, I'm not interested in pursuing mediation anymore.

Consumer Grievance Assistance Chatbot: I see. It sounds like you've made reasonable attempts to resolve the issue directly. The complaint you’re considering is based on allegations of deficiency in service and unfair trade practice by Mahanagar Gas Ltd. Given the timeline you've mentioned, your case falls within the two-year limitation period from when the cause of action arose, as per Article 69 of the Consumer Protection Act of India (2019). This is essential for proceeding with a formal complaint. What specific relief are you seeking through this complaint?

User: I'm seeking a refund of the Rs 6650 bill amount, compensation for mental harassment because of this issue, and the cost I incur while litigating this matter.

Consumer Grievance Assistance Chatbot: Understood. Given the situation, you might also consider writing a formal legal notice to Mahanagar Gas Ltd., expressing your grievances and the remedies you seek, as a step before filing the complaint. This could potentially lead to an amicable resolution. Would you prefer to proceed with this approach first?

User: Yes, that sounds like a sensible first step.

Consumer Grievance Assistance Chatbot: Great. Since you're inclined to send a legal notice, here’s a [legal notice](https://docs.google.com/document/d/1Lsniy03ssADBdm4tqRLE23sfETDnkuA7O7hxG2zmFxQ/edit) for you.

Assuming you've sent the legal notice and there's no satisfactory response, or you wish to directly proceed with filing a consumer complaint, here’s how you can do it:

1. **Draft of Complaint**: Here is your [complaint](https://docs.google.com/document/d/18eZbtC6JR_MzsHcwSX-r3ptUzimSoH4u8U2hes0AnkI/edit) will include all the details you’ve provided, outlining the excessive billing issue, your attempts at resolution, and the specific remedies you are seeking.
2. **Steps to File on e-Daakhil Portal**:
   * Visit the e-Daakhil Portal: Go to [https://edaakhil.nic.in](https://edaakhil.nic.in/).
   * **Registration**: Click on 'Sign Up' to create a new account, entering your personal details and creating a password.
   * **Mobile and Email Verification**: Follow the OTP and verification link processes for mobile and email.
   * **Login and File a New Case**: After verification, log in and select 'File a New Case'. Choose 'Consumer Complaint'.
   * Fill out the Complaint Details: Provide your details as the complainant and the details of Mahanagar Gas Ltd. as the opponent. Clearly state the issue, the history of your attempts to resolve it, and the remedies you’re seeking.
   * **Document Upload**: Attach all relevant documents like ECS records, bills, evidence of complaints made, and any correspondence.
   * **Payment of Fees**: Pay the necessary court fees as indicated on the portal.
   * **Final Submission**: Review all entered information and submit your complaint. An acknowledgment and a copy of your filed complaint will be provided for your records.

You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay, Here is your [MoP](https://docs.google.com/document/d/1NjBAGLLtYZEz8ccwYGD8n5AZRoOZEzzg0KjCpunNwHc/edit) and [affidavit](https://docs.google.com/document/d/1t_jSTPuWgMw1bRRa9cEACiBcCoFpzpo5qUFdEOnafkI/edit). Please print and verify the names and addresses on the memorandum of parties. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both documents should be scanned and uploaded to the e-daakhil portal. Do you have any other questions or is there more information you'd like?

User: No, that's all for now. Thanks.

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.