**(This hypothetical chatbot Q&A is based on CC/39/2019 from Before the District Consumer Disputes Redressal Commission, North Goa at Porvorim)**

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

User: I am being charged an excessive amount for the electricity bill

Chatbot: That should not be the case. I would try to be of as much help as possible. Can you please tell me more about the incident?

User: Yes, I have a regular domestic electricity connection at my residence. But since last 6 months, the Goa Electricity department has been issuing bills charging me at commercial rates rather than domestic.

Chatbot: What is the extra amount they have charged due to this?

User: They have excessively billed me around Rs. 2000 every month for the last 6 months by categorizing it as commercial. In total they have collected over Rs. 12,000 illegally.

Chatbot: Did you complain to the department regarding this billing error?

User: Yes, I have made oral complaints and written requests multiple times over the last 3 months asking them to correct the billing and refund the excess amounts.

Chatbot: Do you have any proof of the complaints made?

User: Yes I have copies of 2 written requests dated 1st December 2022 and 5th January 2023 that I had submitted to their office. But they have not responded to my complaints at all.

Chatbot: Okay, thank you for the information. You can file a complaint before the consumer court having jurisdiction to hear the case. For that, you must first send a fifteen-day notice to Goa Electricity department. The same can be sent electronically or by post. Or else, you can also contact the National Consumer Helpline using the helpline number 1800-11-4000. The Consumer Helpline will give assistance regarding how you can approach the present dispute. What would you prefer?

User: I prefer sending legal notice.

Chatbot: Certainly. I will need some more information from you related to the matter. Can you please tell me the following: your full name with address, age, and occupation, and the registered address of company?

User: Sure. My details are 1. Balachandra Mukund Naik S/o S. naik, aged about 47 years, Agriculture, residing at R/o H. No. 176, Deulwada, Harmal, Pernem, Goa, I am a professional Dancer. Opposite party details are: 2. The Executive Engineer, Electricity Department, Provorim, Bardez, Goa

Chatbot: Thank you. I would need some more information from you related to the matter to assist you better. What is the relief that you would wish to pursue through the complaint?

User: I would want a refund of the entire amount of Rs. 12,000/- and compensation of Rs. 1,00,000/- for mental harassment, as well as litigation charges of Rs. 50,000/-

Chatbot: Thank you for supplying the information! Please find the notice for filing of consumer complaint [here](https://docs.google.com/document/d/11FIKnF0RLyam9y59-oCaS6WSDd1b7AgM/edit). Please note that these are templates that may require certain corrections or modifications and certain details (particularly the date and signature) will need to be filled at your end.

User: Thank you. I want to file a consumer complaint; can you guide me?

Chatbot: Sure. Since the value of the consideration amount you paid is Rs. 12,000/- which is less than 50 Lakh Rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in Bardez district and the cause of action arises in Bardez. The opposite party carries on business in Pernem. You have the option to file the complaint to the North Goa Consumer Disputes Redressal Commission.

User: Okay inform me about the complaint filing procedure

Chatbot: Sure. Below is the process for filing a consumer complaint at the North Goa District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:

1. Create an Account: If not already registered, create an account on the [e-Daakhil](https://edaakhil.nic.in/) portal.

2. Email Verification: Verify your email address by clicking the link sent to your registered email. Then:

3. Login: Use your credentials to log in to the portal.

4. Start New Case: Click on 'File a New Case' from the Filing dropdown menu to initiate your complaint.

5. Click consumer complaint.

6. Read the disclaimer and click “accept”.

7. Click consumer complaint.

8. Enter the amount you have as compensation in the claim amount.

9. Select Goa as the state and North Goa as the district. Click continue.

10. You will now land on the Case details page. Enter your name, your address, and your mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.

11. Enter The Executive Engineer, Electricity Department, Provorim, Bardez, Goa in the opposite party address section. Select the state and district of the registered address.

12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.

13. In the Complaint section, write the following:

“I have been excessively and illegally billed by the Goa Electricity department for commercial usage when my connection is for domestic usage, thereby collecting excess amounts to the tune of Rs. 2000/- for the past 6 months. Despite repeated oral and written requests to the department to correct the billing errors and refund the excess amounts collected, no action has been taken.”

14. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name, and the opposite party, click save and continue.

15. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

16. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

17. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Do you also want me to draft a complaint letter for you?

User: Yes, that would be really helpful.

Chatbot: Excellent, I've generated a pre-filled complaint for you with all the details you've provided. You can find it [here](https://docs.google.com/document/d/1rN9zxK-ZueLJclB1t5EMbDhBl4lMGQfE/edit). Once downloaded, fill in all blank details, review and sign the complaint and verification before a notary public. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, Please.

Chatbot:  Sure. Here is a draft [affidavit](https://docs.google.com/document/d/18S2op38NNAABbWGVF6HHkJgoeZpkWv1N/edit) and [Memorandum of Parties](https://docs.google.com/document/d/1idCbKtCLS56NSrtGo_OJXkFu0v4KNzE5/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.

Chatbot: You're welcome. If you have further questions or need more guidance later, don't hesitate to reach out. Good luck with your complaint.