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

User: Hello, I am Pritpal Singh Kambo from Punjab. I have an issue with M/s Aggarwal Travels regarding the air tickets I purchased.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that, Mr. Kambo. Can you provide more details about the issue you faced with the air tickets from Aggarwal Travels?

User: Sure. I bought return air tickets to India from Aggarwal Travels, worth 6,63,000 Rs. Due to Covid, the flights got canceled, and now Aggarwal Travels is offering vouchers instead of a refund.

Consumer Grievance Assistance Chatbot: I understand your concern, Mr. Kambo. To assist you better, can you inform me from which country you booked the return tickets, the date for which you booked the tickets, and for whom you booked them?

User: I booked the tickets to return from Dubai. I booked the tickets for 22.3.2022. I booked them for my two children, my wife, and myself. The flight was British Airways.

Consumer Grievance Assistance Chatbot: Can you provide me some details regarding your initial trip to Dubai, such as the date of arrival in Dubai and whether you were able to go ahead with the tour?

User: we were to leave for Dubai on 14.3.2022, but I canceled the tour soon after news started spreading about Covid-19. So we did not even go to Dubai. Soon after that, the lockdown was imposed.

Consumer Grievance Assistance Chatbot: Got it. Can you now provide me with details of the payment made by you, including the breakup of the amount and whether you received an acknowledgment of the payment?

User: The payment was made over three dates: 1,25,000 on 29.11.2019, 4,63,500 on 4,12,2019, and 75,000 on 6.1.2022. I paid 6,13,000 Rs. for the tickets and 50,000 Rs. extra for the service charges including the taxes. I got an acknowledgment after every single payment that I made

Consumer Grievance Assistance Chatbot: It is likely that while providing you with the services of booking tickets, Aggarwal Travels would have provided you with the terms and conditions regarding the cancellation of tickets. Do the terms specify that there will be a refund if you were to cancel the tickets booked by them?

User: Yes, the terms and conditions say that I can seek a refund of the ticket amount, but they do not say that I can seek a refund of the amount that I paid for their services.

Consumer Grievance Assistance Chatbot: Got it. In that case, you can seek a refund of 6,13,000 Rs. and not for 50,000 Rs. Have you had any communication with Aggarwal Travels regarding the cancellation, the refund requests you made, and whether there were any terms discussed regarding the refund?

User: I've made several requests for a refund through their customer care service, but they are not processing it. They insist on providing vouchers instead, which I don't want. I do not want the 50,000 Rs. also. I want what I paid for my tickets.

Consumer Grievance Assistance Chatbot: Thank you for providing those details. Do you have any proof regarding your requests for a refund to their customer care and their offer of vouchers?

User: Yes, I do. They have sent acknowledgments of my customer care requests for a refund.

Consumer Grievance Assistance Chatbot: Thank you. Based on what you've told me, it appears there's a refusal to refund by Aggarwal Travels. This amounts to a deficiency of service. You have a valid grievance for which you can seek redressal. Let me know what kind of remedy you are seeking and how much you want for the same.

User: I want a refund of the entire amount along with compensation for mental agony. I deserve compensation of 2,00,000 Rs. for all that I have undergone. I paid a whopping 6,13,000 Rs. for the tickets.

Consumer Grievance Assistance Chatbot: In order to get the relief that you are seeking, you can file a complaint before the Consumer Forum which has jurisdiction to hear your case. You can also go for mediation or contact the Punjab State Consumer Helpline to assist you in this regard. You can find the helpline number [here](http://foodsuppb.gov.in/?q=node/91#google_vignette). Please feel free to ask me for any clarifications regarding each of the options I have presented to you.

User: I prefer going directly to court.

Consumer Grievance Assistance Chatbot: Got it. Before you file a complaint before the forum, you would have to send a fifteen-day notice to Aggarwal Travels. If you don't receive a satisfactory response or if you don't 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?

User: Yes, that would be helpful.

Consumer Grievance Assistance Chatbot: In order to draft a notice, I require your full name and address; the full name of Aggarwal Travels and its address, and the booking details, including the Booking Reference Numbers. Or else, you can upload the Booking Receipts that you received here.

(Upon uploading documents)

User: My full name is Pritpal Singh Kambo. I live in Ward No. 03, House No. 551, Street No. 06, Dashmesh Nagar, Moga, Punjab. Please add my mobile number and email ID to the notice as well. My email ID is [pritpalkambo@gmail.com](mailto:pritpalkambo@gmail.com) and my number is 9876543210. The full name of Aggarwal Travels is M/s Aggarwal Travels, Chamber Road, Moga. Its proprietor is Sunil Aggarwal.

Consumer Grievance Assistance Chatbot: Thank you. The notice has to mention the relief that you are seeking. In this case, you are seeking a refund of your booking in addition to compensation for mental agony. Is it okay if the notice directs the initiation of the refund and payment of compensation for mental agony within a period of fifteen days? This is because the notice period is fifteen days.

User: Yes. That is not an issue.

Consumer Grievance Assistance Chatbot: Got it. Do you want to send the notice by email or by post?

User: I prefer sending it via courier.

Consumer Grievance Assistance Chatbot: Got it. Based on the information you have provided me, I have drafted a notice. You can access the [notice](https://docs.google.com/document/d/1tWoS7cwPPdlsTuVTt5PtjSv8sDbKApp4/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here. 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 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?

User: Yes, please provide me with the steps on how I can file a complaint before the consumer forum.

Consumer Grievance Assistance Chatbot: First, I would have to determine which consumer forum has the jurisdiction, i.e., the authority to hear your case. Since both you and Aggarwal Travels are in Moga, the consumer forum in Moga is the appropriate forum to hear your case. Do you want me to draft a pre-filled complaint that you can use?

User: Yes, it would be great if you could draft a complaint that I can use.

Consumer Grievance Assistance Chatbot: Sure. I would need some more information before we proceed. Specifically, your father’s name, your age, and your occupation.

User: My father’s name is Harbhajan Singh Kambo. I am 48 years old and I am a businessman.

Consumer Grievance Assistance Chatbot: Thank you for the information. I'll need some documents that can be used as evidence. They included-

1. the document specifying the terms and conditions regarding the refund,
2. payment receipts showing that you paid 6,63,000 Rs.,
3. the flight tickets issued in your name,
4. documents showing the cancellation of flights by the government,
5. messages or emails exchanged between you and Aggarwal Travels regarding flight cancellations, refund requests, and their offer of vouchers.

You can upload the documents here.

(Upon uploading documents)

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1vUkOWdeAviq4hkFHuyohDW34pfBmn7Pp/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here. 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?

User: Yes, it will be great if you can do that as well.

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/1BApd8G97r8KkrijXth5cqxR0Zs4EUoCb/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here and the [Memorandum of Parties](https://docs.google.com/document/d/1mz3cvHEfULpPsXk8a_w53b-slpXr-Tbm/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here. You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarized. In case of any queries regarding how you can get the Affidavit notarized, feel free to approach me anytime. After filling all the documents and getting the affidavit notarized, 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?

User: 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](https://edaakhil.nic.in/).
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 Punjab as the State and Moga as the relevant 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 "Aggarwal Travels." 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 Complainant purchased air tickets from the Opposite Party. Due to Covid, the flights were cancelled, and the Opposite Party is refusing a refund, offering vouchers instead."
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.

Please note that under the Consumer Protection Act 2019, the Consumer Court can request the parties to go for mediation. However, both parties must agree for the matter to be sent for mediation. The process is identical to what I have already told you, with the difference being that the mediation will be conducted by the court-attached mediators. However, if the parties do not arrive at an amicable settlement, the matter is sent back to the court.

User: Got it. I will not agree for mediation.

Consumer Grievance Assistance Chatbot: In that case, the consumer court in Moga has to proceed with the case.

User: Got it. 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.