**(This hypothetical chatbot Q&A is based on CC/43/2021 from Kapurthala District Consumer Disputes Redressal Commission)**

User: My request for accommodation during my trip was denied despite my buying a travel package.

Consumer Grievance Assistance Chatbot: That is unfortunate. I would try to be of as much help as possible. What can I do for you?

User: Directors of Club Resorto Hospitality Limited allured me into buying an executive membership. I paid Rs. 70000 for the package on 06.02.2020, in which I was guaranteed 6 nights/7 days every year for the next 5 years in any associated hotel. I traveled to Goa on 14.09.2020. But they denied my request for accommodation on the grounds of COVID. Then, I went to Dubai on 06.11.2020, but my request for accommodation was denied again.

Consumer Grievance Assistance Chatbot: Do you have any record of the correspondence?

User: Yes, I have mails.

Consumer Grievance Assistance Chatbot: I can point out a few options for you to consider going forward. You can invite the company for a mediation to settle the dispute. Alternatively, you can also file a consumer complaint. Please note that it is entirely your choice. I can assist you in drafting a legal notice for both options. What do you wish to pursue?

User: I will go for a complaint. I do not want to talk to the company again. They have fooled me enough.

Consumer Grievance Assistance Chatbot: Certainly. I will need some more information from you related to the matter. Can you please tell me the following: your full name, customer ID (if any), and address of the seller?

User: Sure. Take the information in order. 1. Ashwini Saxena R/o 75/C, Type – 04, Rail Coach Factory Township, Hussainpur, Kapurthala, Punjab, 2. Yes, they gave me one. It is CRCH 1251. I also have a mail confirming the same. 3. M/s Club Resorto Hospitality Limited, Flat No. 804A, 805, 806 & 807 Skylark Building, Nehru Place, Delhi South, Delhi – 110019.

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! . Please find the [notice](https://docs.google.com/document/d/1yJkfdp6EuYxurA1UB-6hNxgRW_4nzR2b6qmMBlU2l7M/edit) for filing of consumer complaint here. Please note that these are templates which may require certain corrections or modifications and certain details (particularly the date and signature) will be needed to be filled at your end.

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

Consumer Grievance Assistance Chatbot: Certainly. 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 the full refund of the amount paid.

Consumer Grievance Assistance Chatbot: Sure. The full amount paid by you for the executive membership is Rs. 70,000/-. Since the value of the service paid as consideration is less than 50 lakh rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in Kapurthala district and the cause of action also arises there. The seller, as the opposite party, carries on business in Delhi. You have a choice to file the complaint to either Kapurthala District Consumer Disputes Redressal Commission or South Delhi District Consumer Disputes Redressal Commission. Where would you like to file your complaint?

User: Kapurthala is more convenient for me.

Consumer Grievance Assistance Chatbot: Below is the process for the filing a consumer complaint at the Kapurthala District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:

1. Create 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 login 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 70,000/- in the claim amount.

9. Select Punjab as the state and Kapurthala as the district. Click continue.

10. You will now land on the Case details page. Enter your name, you 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 Club Resorto Hospitality Limited in the Opposite party name section. Enter M/s Club Resorto Hospitality Limited, Flat No. 804A, 805, 806 & 807 Skylark Building, Nehru Place, Delhi South, Delhi 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 am writing to formally complain about the deficiency in service faced by me. Directors of Club Resoto allured me into buying an executive membership. I paid Rs. 70000 for the package on 06.02.2020, in which I was guaranteed 6 nights/7 days every year for the next 5 years in any associated hotel. I received a customer ID CRCH 1251. I traveled to Goa on 14.09.2020. But they denied my request for accommodation on the grounds of COVID. Then, I went to Dubai on 06.11.2020, but my request for accommodation was denied again. I had to pay out of my pockets for accommodation during both trips despite paying such a high amount to the opposite party for the same thing already.”

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 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. You'll also attach the airline's response if received.

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.

Consumer Grievance Assistance Chatbot: Excellent, I've generated a pre-filled [complaint](https://docs.google.com/document/d/1fT7n-osHwmY1Oe6QGRaXstDG38f7Y_NHSOnkfFntLlo/edit) for you with all the details you've provided. You can find it here. 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.

Consumer Grievance Assistance Chatbot: Sure. Here is a draft [affidavit](https://docs.google.com/document/d/1AGDgtqombA-UiPP-c6w_6gOB7kv8PChlylB1P9-WTkw/edit) and [Memorandum of Parties](https://docs.google.com/document/d/1dQnCSUInlLM17BB_uJ99dVLUs5j12veZyc4aspyk8hg/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: You're welcome. If you have further questions or need more guidance later, don't hesitate to reach out. Good luck with your complaint.