User: The airline kept rescheduling my flight again and again. I cancelled the ticket, but have not received a refund.

Consumer Grievance Assistance Chatbot: That is unfortunate. I would try to be of as much help as possible. Can you please tell me more about the incident?

User: I booked a flight ticket for Canada on 22.03.2021 for Rs. 73894. I received a ticket for flight No. AI187 that was scheduled to depart from Delhi on 05.05.2021. The flight got cancelled due to COVID and was rescheduled to 25.05.2021. Then the flight was again rescheduled to 15.06.2021 and then to 26.06.2021. Due to repeated rescheduling, I cancelled my ticket and requested a refund on 20.06.2021. Customer care told me that they would refund the amount within 21 working days. But more than 4 months have passed and I have not received my refund yet. What can I do now?

Consumer Grievance Assistance Chatbot: Did you try reaching out to the airline with this issue?

User: Yes, I sent multiple emails, but received no response.

Consumer Grievance Assistance Chatbot: I can point out a few options for you to consider going forward. You can invite the agent 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.

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 with address, age and occupation, the ticket number, and the registered address of the airline?

User: Sure. 1. Tajinder Pal Singh, businessman, aged 47 years son of Lashkar Singh r/o H.No. 83, Ranjit Avenue, Kapurthala. 2. Eticket number 0982135285799, 3. M/s Air India Safdarjang Airport Area, Aurobindo Marg, Satya Sadan, New Delhi- 110003.

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/13jLktYmIX-qvHYb8q_s0wYwF7dWH7F4ontOW90W6olI/edit) for filing of consumer complaints 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 like the full refund of the amount paid, and compensation for mental harassment.

Consumer Grievance Assistance Chatbot: Sure. The full amount paid by you for the service is Rs. 73894/-. 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 in Kapurthala. The seller, as the opposite party, carries on business in New Delhi. You have the option to file the complaint to either the Kapurthala District Consumer Disputes Redressal Commission or the New Delhi District Consumer Disputes Redressal Commission. Where would you like to file?

User: Kapurthala is more convenient for me.

Consumer Grievance Assistance Chatbot: Sure. 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 73984/- 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, 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 M/s Air India in the Opposite party name section. Enter M/s Air India Safdarjang Airport Area, Aurobindo Marg, Satya Sadan, New Delhi- 110003 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 booked a flight ticket for Canada on 22.03.2021 for Rs. 73894. I received a ticket, bearing e-ticket number 0982135285799, for flight No. AI187 that was scheduled to depart from Delhi on 05.05.2021. The flight got cancelled due to COVID-19 and was rescheduled to 25.05.2021. Then the flight was again rescheduled to 15.06.2021 and then to 26.06.2021. Due to repeated rescheduling, I cancelled my ticket and requested a refund on 20.06.2021. Customer care told me that they would refund the amount within 21 working days. But more than 4 months have passed and I have not received my refund yet. I tried reaching out to the airline via mail multiple times, but have not received any response.”

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/14iS5d7nPRNIST7tBl8Qu6mVB8h2VXC0sjrboKIYADwE/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/1dowi_RvsXEdlgvXFGnrOkBZ3iUtH0aJAJHIG1539xts/edit) and [Memorandum of Parties](https://docs.google.com/document/d/1X7E1Qo5u4hRxLuXQ6w_CTBsvrSYn7z13RQkO5LPPpco/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.