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

User: My flight ticket was cancelled by Cleartrip which resulted in unexpected expenses. What are my remedies?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your experience. Can you please provide more details about the incident? Specify the date you booked the tickets, from where did you book it, and other details.

User: I booked round-trip flights (Kochi-Bangalore) from Cleartrip on October 8th, 2016. The return flight cancellation was poorly communicated (delay in notification of return flight cancellation), leading to unexpected car rental, lodging, and food expenses. The "multi-city return flight ticket" was a single service and the cancellation disrupted my travel plans, causing significant hardship.

Consumer Grievance Assistance Chatbot: Okay. Please provide the complete booking details.

User: Booking details-

* Travel Dates: Outbound - Oct 8, 2016; Return - Oct 11, 2016 (Cancelled)
* Ticket ID: 1605195195502 (amount paid: Rs. 12,916)

Consumer Grievance Assistance Chatbot: Okay. This amounts to deficiency of service under the Consumer Protection Act, 2019. What do you want as a remedy? Do note that you can also claim compensation for mental agony suffered, the cost of legal proceedings, if any, along with a refund of the amount paid for the cable connection.

User: I want a refund for unused return tickets and Rs. 50,000 compensation for mental stress, financial loss, and inconvenience caused, especially to the elderly and young passengers in the family.

Consumer Grievance Assistance Chatbot: Okay. As your first remedy, try contacting Cleartrip. Briefly explain the situation and see if they're receptive to any form of apology or goodwill gesture.

User: I did request a refund of the unavailed part of the journey and sent an email dated 28.10.2016 to Cleartrip and M/s. Air Pegasus intimating the problems caused due to the cancellation of the flight. Cleartrip had in fact given an assurance of refund of the amount through mail dated 02.11.2016. However, it still hasn’t done so.

Consumer Grievance Assistance Chatbot: In that case, you can send a formal notice to Cleartrip. Do you want me to prepare a draft for the same?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay. Before that please provide complete details of you and Cleartrip including both of your addresses.

User: My name is Pradeep Kumar PR, S/o.Rajappan Nair, and a resident of Gangothri, LBS Road, Edappally, Ernakulam, Pin 682024.

The opposite party is M/s.Cleartrip, Cleartrip Head Office, located in Unit No.1, Ground Floor, DTC Building, N M Joshi Marg. Delisle Road, Lower Parel (E), Mumbai-400 013.

Consumer Grievance Assistance Chatbot: Okay. Here is a draft [notice](https://docs.google.com/document/d/1OcCd_P28eAIWYyXb3Xv3jsGMQneJr24voyS93_5jxC8/edit). Please review this draft letter. You'll need to send it to Cleartrip’s consumer grievance email, which should be found over the internet, along with a copy of your invoice and other evidence. Once you send this notice, Cleartrip should respond within 15 days. If they don't, or if you're not satisfied with their response, the next step you can take is to file a complaint with the consumer court.

User: How do I go about filing a complaint in court?

Consumer Grievance Assistance Chatbot: Good question. First, determine the jurisdiction. You have the option to file either in Ernakulam, where you reside, or Mumbai, where Cleartrip has its registered office. You can also file the case where your flight originated or where it landed. Where would you prefer?

User: Ernakulam is more convenient for me.

Consumer Grievance Assistance Chatbot: Great. In that case, you can file it in the Ernakulam District Consumer Court. You'll need to submit several documents, including the legal notice you sent to Cleartrip, their response (if any), and any evidence like invoice of tickets purchased and evidence of the deficiency claimed. I can generate a checklist for you. Would that be helpful?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is the checklist:

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 the amount you want to claim as compensation in the claim amount.
9. Select Kerala as the state and Ernakulam 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 Cleartrip in the Opposite party name section. Enter its address 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:

“My flight ticket was cancelled by the opposite party which resulted in unexpected expenses for me. Despite, repeated requests and the opposite party’s assurance, I have received no refund”

1. 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.
2. 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 need to attach the opposite party’s response if received.
3. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.
4. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

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

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure. Here is the draft [complaint](https://docs.google.com/document/d/1uaNd9xgdWvur0O8fyVxTTXtUumSLfJSOQkNNt8xgdxo/edit). Once downloaded, fill in any other detail you think is necessary 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: Okay, here are the [memorandum of parties](https://docs.google.com/document/d/1wL2O-L0gGQf_ZqV-z7ImFWoN9j-s8OwU6f5q5DW9-ss/edit) and the [affidavit](https://docs.google.com/document/d/1nhzcd-oPEpbiXuoDq6gMV1HOVbo2C7WkVKUhtXFxWgU/edit) drafts. 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.