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

User: I was provided a non-AC bus instead of the AC bus which was booked. 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 my tickets on 17th January 2013 for travelling from Thrissur to Chennai on 18 January 2013 in an AC bus through Redbus. I paid Rs. 4, 400 for this. However, the bus which was arranged by the bus provider Maruthi Travels was a non-AC bus.

Consumer Grievance Assistance Chatbot: Okay. Did you try to contact either the bus provider or the booking agent?

User: Yes. Upon entering the non-AC bus, I immediately contacted the manager of Maruthi Travels. He promised that he will arrange the A/c bus from Palakkad to Chennai and requested me to catch the bus to Palakkad.

Upon reaching Palakkad, the A/c bus did not come. Finally they sent a Maruthi Omni van. Due to this, I arrived late and missed an important test conducted by the college for assessing internals of Semester II.

Even after repeated requests, neither the bus service provider nor the booking agent has refunded my money.

Consumer Grievance Assistance Chatbot: Okay. This amounts to deficiency of service under the Indian 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 full refund of the tickets along with compensation.

Consumer Grievance Assistance Chatbot: Okay. As your first remedy, since you have already tried contacting both the bus provider as well as the booking agent, you can send them a legal notice. 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, Martuhi Travels and Redbus including both of your addresses.

User: My name is N.Sivasubramanian, S/o.A.S.Narayanan, residing at ‘Lakshmi Nilayam”, TMC 2/1170, Third Street, Hari Nagar, Punkunnam P.O., Thrissur, Pin-680 002.

M/s.Maruthi Travels, has its office in A7, Omni Bus Stand, Sakthi Main Road, Coimbatore, Tamil Nadu, Pin 641 012.

M/s.Redbus, has its Branch office at Redbus No. 86, 9B Beside Muthoot Securities, Ashirwad Building, Opposite DD Vyapar Bhavan, KP Vallon Road, Kadavanthra, Cochin-20.

Consumer Grievance Assistance Chatbot: Okay. Here is a draft [notice](https://docs.google.com/document/d/1Bu7cGK8E5ntetb5Kr4N7RrSRi0gZxl_q3J22pZ3JORE/edit). Please review this draft letter. You'll need to send it to Redbus’s consumer grievance email cc-ing Maruthi travels, which should be found over the internet, along with a copy of your invoice and other evidence. Once you send this notice, they 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 from where the bus started (Thrissur) or where it finally reached (Chennai). You can also file in Palakkad since part of cause of action occurred there or where Redbus or Maruthi Travels has their registered office. 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, 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 Redbus and Maruthi Travels 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:

“I was provided a non-AC bus instead of the AC bus which was booked. Despite repeated requests, 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/12Tghffa2WDCPoAtk5ipleiqf2qXgX2chusE0B1Z-ngI/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, you can find the [memorandum of parties](https://docs.google.com/document/d/1zWaMjMFrAVq6-zwgVdWTA3v0_0thHfeTe5npXuVI_Hc/edit) here and the [affidavit](https://docs.google.com/document/d/1G4mQP30KqmkFeZ7yJn9x1UzexO-JhIFudljX1IEH9gM/edit) here. 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.