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

User: My luggage was lost by Indigo Airlines when I was travelling from Patna to Goa via Hyderabad. They compensated me at the standard policy rate of Rs. 350 per kg, but I had expensive clothes worth Rs. 47,787, for which I’ve only got Rs. 2,800.

Consumer Grievance Assistance Chatbot: That sounds like a distressing situation. When did this happen?

User: I took the flight on November 12, 2019. Indigo denied to pay my additional compensation in an email on December 16.

Consumer Grievance Assistance Chatbot: Could you give me the details of your lost property, such as the value and any other details?

User: I lost the following: Blazer (2 nos), T-Shirt (Polo half size- 2 nos), Flat Front Trousers (4 nos) and Full sleeve Shirts (2 nos), having total cost: ₹37,887/- , for which I have the bill. And also Pyjama (2 nos), Kurta (3 nos), Half sweater (1no.), socks (1 pair), undergarments (3 underwears and 3 banyans), KVIOC T-shirt (1 no.), Aristrocrat luggage (EDEN NXTEPS TROLLY), Total costing ₹ 9,900/- , which bills I don’t have.

Consumer Grievance Assistance Chatbot: Got it, thank you! What was the response from Indigo?

User: So when my baggage did not reply, I was asked to fill a Property Irregularity Report, a copy of which was retained by them along with the baggage sticker. My baggage tag number was 0312267703. After a week they informed me that it could not be traced and that compensation would probably be given. This was confirmed on a call from their customer executive, who said that I would receive compensation at the rate of Rs. 350 per kg. When I wrote to them to say that the compensation was not enough, the Customer Relations Officer replied stating that they are going to reimburse only ₹350/- per kg i.e. ₹2,800/- for the loss of the goods as per their Airlines Policy.

Consumer Grievance Assistance Chatbot: I get it, you seem to have attempted to resolve it with them directly. You can try sending them a notice.

User: Yes, I’d like to do that.

Consumer Grievance Assistance Chatbot: I can prepare that for you. I’ll need your name and address, as well as that of the airline.

User: My name is Pankaj K. Sinha, and my address is Shah Kamakshi Plaza, A/10, Possrem Bhat, Murda, Merces, Goa - 403005. The airline is Interglobe Aviation Ltd. & Anr, Global Business Park, Gurgaon, Haryana.

Consumer Grievance Assistance Chatbot: Thank you! Here’s your [notice](https://docs.google.com/document/d/1-HG5VCYTnWxVU-a_QJMuXm02yr2QkA0v1_zwR7r9YOU/edit). Is there anything else I can help you with?

User: Thank you! What if they don’t respond?

Consumer Grievance Assistance Chatbot: After sending this notice you can proceed with filing a consumer complaint. Should I give you more information regarding the next steps?

User: Yes please.

Consumer Grievance Assistance Chatbot: Alright! What remedy would you like through your complaint?

User: I want Rs. 47,787 as compensation.

Consumer Grievance Assistance Chatbot: Got it. Do you have any evidence of your transactions?

User: I have my boarding pass and ticket, the Property Irregularity Report and my correspondence with Indigo. Is that enough?

Consumer Grievance Assistance Chatbot: Yes, that’s fine. Since the total amount is Rs. 47,787 the complaint will be filed in a District Commission. You, as the complainant, reside in South Goa, and the respondent carries out business in Gurgaon. You can file in either jurisdiction.

User: I’d like to file in South Goa where I live.

Consumer Grievance Assistance Chatbot: Below is the process of filing a consumer complaint before the South Goa District Consumer Disputes Redressal Commission for the above dispute through the e-Daakhil portal:

1. Create an Account: If not already registered, create an account on the e-Daakhil 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 are seeking as compensation in the claim amount.

9. Select Goa as the state and South Goa 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 Interglobe Aviation, in the Opposite party name section and Global Business Park, Gurgaon, Haryana 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 luggage was lost by Indigo Airlines when I was travelling from Patna to Goa via Hyderabad. They compensated me at the standard policy rate of Rs. 350 per kg, but I had expensive clothes worth Rs. 47,787, for which I’ve only got Rs. 2,800.”

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 the 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.

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, please.

Consumer Grievance Assistance Chatbot: Sure! Here is the pre-filled [complaint](https://docs.google.com/document/d/1Jg1ebGZBl92DenFs7r9fREGBW5gDyoMjbAez5N1A5yI/edit) based on the information you’ve given me. 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. Shall I generate the same?

User: Yes.

Consumer Grievance Assistance Chatbot: Sure. You can find the [affidavit](https://docs.google.com/document/d/1iCv8sKwCIRYn4ov8XfnIYSgVWh9cxZzdxmnBirikOyw/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/12BdOCkNSS3ZZ-YrHQ8XRF7RRuuR2_nSmq6I3BSQF47I/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 it.

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.