Consumer: Hi, I'm Naveen Verma. I faced a problem with OYO and a hotel booking.

Chatbot: Hi Naveen. I'm here to help. Can you please share more details about the issue you faced with OYO and the hotel booking?

Consumer: Sure, I booked four rooms for 12 guests at Hotel Gipsy King through OYO from 7.6.2019 to 9.7.2019. I paid Rs. 6860 via credit card on 23.5.2019. On 7.6.2019, when we reached the hotel, they denied us check-in, despite a confirmed booking.

Chatbot: Thank you for providing those details, Naveen. Do you have any documentation related to your booking, payment, or the denial of check-in? It would be helpful to have confirmation emails, receipts, or any written communication from OYO or the hotel.

Consumer: I have the booking confirmation letter and receipts for food items from the Gurudwara where we stayed.

Chatbot: Could you provide me with the booking number?

Consumer: IXLR6041

Chatbot: When did you attempt to check in, and when did you face the denial of check-in?

Consumer: We tried to check in on 7.6.2019, and that's when the hotel staff denied us access.

Chatbot: Have you tried contacting OYO or the hotel management after facing this issue? Any communication or responses from them would be useful.

Consumer: I have not received any response or assistance from either OYO or the hotel. The booking confirmation was denied on 7.6.2019 by OP no.2.

Chatbot: Can you describe in more detail how the denial of check-in impacted you and your associates? Any specific difficulties or inconveniences you faced during your stay at the Gurudwara?

Consumer: The denial caused great inconvenience, humiliation, and suffering. We had to find alternative accommodation at the Gurudwara, and the handicapped members faced additional challenges. The whole experience was emotionally and physically taxing.

Chatbot: How would you quantify the impact of this incident on you, either financially or otherwise? Also, do you have an amount in mind that you consider reasonable for compensation?

Consumer: I seek a refund of the Rs. 6860 paid for the booking, along with interest and litigation expenses. Additionally, I request compensation for the mental stress, humiliation, and financial loss incurred during the ordeal.

Chatbot: Considering the circumstances, would you be open to exploring mediation as a way to resolve this issue with OYO and the concerned hotel?

Consumer: No, I'm not interested in mediation. I would prefer a direct resolution or legal action if necessary.

Chatbot: Understood. If direct resolution is your preference, would you like to send a legal notice to OYO and the hotel outlining your grievances and seeking resolution?

Consumer: Yes, please help me draft a legal notice to OYO and the hotel.

Chatbot: Sure, I'll need some details for the notice. Your full name and address, as well as the full name and address of OYO and the hotel.

Consumer: I'm Naveen Verma, residing at H.No.207/6, Gian Nagar, Sonepat. OYO's address is 6th floor, Spaze Plaza, Sector 69, Gurugram, Haryana. Hotel Gipsy King is located on Bhagsu Nag to Upper Bhagsunag road, Dharamshala, Himachal Pradesh, Mcloed Ganj, Landmark Bhagsunag Taxi Stand.

Chatbot: Thank you for providing the details. I'll mention a total relief of Rs. 6860 with interest and litigation expenses in the legal notice. Is that acceptable?

Consumer: No. Mention a relief of 50000

Chatbot: Great. Do you want to send the legal notice physically or via email? If via email, provide me with the email ID for potential replies.

Consumer: I prefer to send it physically.

Chatbot: Here is your [notice](https://docs.google.com/document/d/1XKeXnf6n_njq0nX1fjVIfc6W9XLbzidn/edit). Remember to sign it before sending. If you don't receive a satisfactory response within the stipulated time, we can proceed with filing a complaint before the consumer forum. Would you like guidance on filing a complaint?

Consumer: Yes, please guide me on how to file a complaint.

Chatbot: First, we need to determine which consumer forum has jurisdiction. Since you are in Sonepat and the hotel is in Dharamshala, the jurisdiction may vary. Where would you like to file the claim?

Consumer: In Sonepat.

Chatbot: Would you like me to draft a pre-filled complaint for you?

Consumer: Consumer: Yes, please help me with a pre-filled complaint.

Chatbot: Great. Here is your [complaint](https://docs.google.com/document/d/1nLa9AbalEZ9wk5flg-xbg0YhU5lkfcwZ/edit). Fill in the necessary details such as the date and your signature. Additionally, you'll need to submit an affidavit and a document called the “Memorandum of Parties.” I've prepared pre-filled versions for you: Here is your [affidavit](https://docs.google.com/document/d/1eNyw2kU_1Yr_yhLz3OqGD0dGhrNkaBxFgomPy80v9jA/edit) and [MoP](https://docs.google.com/document/d/1poR2MNal4RbfSne1m4JmWkLeGGjCOcqywhy3UNxVCDY/edit). Get the affidavit notarized. If you have questions about the notarization process, feel free to ask.

Consumer: Thank you. What's the next step after filling these documents?

Chatbot: After filling the documents and getting the affidavit notarized, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Here's a step-by-step guide:

1. Create an account on E-daakhil.
2. Verify your email address and log in.
3. Go to “Consumer Complaint” and accept the terms and conditions.
4. Click “Consumer Complaint” and enter the claim amount.
5. Select Haryana as the state and Sonepat as the district.
6. Enter all necessary case details.
7. In the “Party Name” section, enter “OYO” for OP no.1 and “Hotel Gipsy King” for OP no.2.
8. In the “Advocate” section, enter the details of your advocate if you have one; otherwise, leave it blank.
9. In the “Complaint Section,” provide a brief summary of your complaint. Type “I booked four rooms for 12 guests at OYO's hotel for the period from 7.6.2019 to 9.6.2019 and paid Rs.6860 through a credit card on 23.5.2019. However, upon arrival, Hotel Gipsy King (OP no.2) denied check-in, causing significant distress. This denial led to harassment, humiliation, and the complainant, along with associates, had to find alternative accommodation. I seek a refund of Rs.6860 with interest, litigation expenses, and compensation due to deficient services provided by both OYO (OP no.1) and Hotel Gipsy King (OP no.2)”
10. Upload the filled complaint, affidavit, and Memorandum of Parties.
11. Verify the details and submit your complaint.

Consumer: Got it. Thank you for your guidance.

Chatbot: You're welcome. 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.