Consumer Grievance Assistance Chatbot: Hello,. How can I assist you today?

**User**: Hi, I'm facing a problem with my holiday booking. I am User. I had planned a trip to Hong Kong and Malaysia with my family and booked visas through Paras Holidays Pvt. Ltd. However, we were denied boarding our flight from Hong Kong to Malaysia due to an incorrect visa. What should I do?

Consumer Grievance Assistance Chatbot: I'm sorry to hear that. First, gather all relevant evidence such as your visa documents, WhatsApp communications with the agency, air tickets, and any records of expenses incurred due to this issue. Have you already gathered these documents?

User: Yes, I have all the documents, including the WhatsApp messages and additional expenses incurred.

Consumer Grievance Assistance Chatbot: Great. You should consider sending a formal notice to Paras Holidays Pvt. Ltd., seeking an explanation for the visa issue and demanding compensation for the losses and inconvenience caused. Would you like assistance in drafting this notice?

User: Yes, please.

Consumer Grievance Assistance Chatbot: I’ll need your name and address, as well as that of the company.

User: My name and address are as follows: MEETU JAIN, 4B/45 RIVIERA APARTMENT , MALL ROAD, DELHI-54. The company is PARAS HOLIDAYS P. LTD., 321-322, 3rd FLOOR, GOLD PLAZA BUILDING, GURUDWARA ROAD, KAROL BAGH NEW DELHI 05.

Consumer Grievance Assistance Chatbot: Here’s your [notice](https://docs.google.com/document/d/16NLfP8ILjhU_u3aYEXFEsuF15PBKqfXszH-kc1OsdDs/edit), please cross-check the particulars.

User: Should I email it or send a hard copy?

Consumer Grievance Assistance Chatbot: Either method is fine, but make sure to keep a record of the sent notice. If you don't receive a satisfactory response or any response within fifteen days, you can file a complaint before the consumer forum. Would you like guidance on how to file a complaint?

User: Yes, please guide me on that.

Consumer Grievance Assistance Chatbot: To file a complaint, you'll need to prepare a detailed statement of your case, including all relevant documents. You might also need to prepare an affidavit to support your claim. The appropriate forum for your complaint would be the District Consumer Disputes Redressal Commission in Delhi. Shall I assist you in preparing these documents?

User: Yes, that would be very helpful.

Consumer Grievance Assistance Chatbot: Here is your [complaint](https://docs.google.com/document/d/1Dve_LhgJIlSfcF3JL_jqF8RcI4LcZTXO2nWKj-o5u88/edit). Once you have your complaint and affidavit ready, you can file them at the consumer forum. You also have the option to file your complaint online through the e-Daakhil portal.

Would you like a step-by-step guide for using E-daakhil?

User: Yes, please provide that.

Consumer Grievance Assistance Chatbot: Sure. The process on e-Daakhil involves creating an account, submitting your complaint, and attaching the necessary documents, including your affidavit and the complaint form. You'll also need to pay a nominal fee online. After submission, the forum will process your complaint, and you'll be given a hearing date. You also need to submit an affidavit and a memo of parties. Shall I generate the same?

User: Yes.

Consumer Grievance Assistance Chatbot: Sure. Here is your [affidavit](https://docs.google.com/document/d/1jinVbLcyPFCGNQ5u9Mv9sMYlNul4Qkin/edit) and [MoP](https://docs.google.com/document/d/1IVTXqXuHRFOK-fmzxCnaHz_wspPRMlzHKttY9h0TX0Y/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 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.