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

User: Hello, I'm Rishikant Mishra. I booked a room through IBIBO Group for a hotel in Thailand, but when I arrived, I was denied access because they hadn't received the payment from IBIBO. I need help with what to do next.

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your situation, Mr. Mishra. Could you please provide more details about your booking and the communication you've had with IBIBO Group regarding this issue?

User: Yes, I booked the hotel room for dates in November and December 2017. I paid in full and received confirmation, but the hotel denied me the room. I have emails and messages exchanged with IBIBO, including their response to my complaint.

Consumer Grievance Assistance Chatbot: Do you have records of the extra expenses you incurred due to this issue, such as the cost of finding another hotel?

User: Yes, I had to pay an additional amount for booking another hotel and transportation. I have receipts for these expenses.

Consumer Grievance Assistance Chatbot: Based on your situation, it seems like a clear case of service deficiency on IBIBO's part. I recommend sending them a legal notice detailing the situation and demanding compensation for the additional expenses and inconvenience caused. If they fail to respond satisfactorily, you may consider filing a consumer complaint. Would you like help with the legal notice?

User: Yes, please.

Consumer Grievance Assistance Chatbot: In that case, I would require additional details such as your full name and address, the full name and address of IBIBO Group.

User: I am Rishi Kant Mishra, son of Sh. Ramakant Mishra, i live in 2800, 3rd Floor, Gali Arya Samaj, Bazar Sita Ram, Delhi-110006. IBIBO Group Private Limited ha its registered office in UG-07 (front side), TDI Mall, Rajouri Garden, Delhi-110027 and they have their corporate office at 18th & 19th floor, Tower A, B & C, Epitome Building No. 5, DLF Cyber City Phase III, Gurugram-122002, Haryana, India.

Consumer Grievance Assistance Chatbot: Thank you. Do you know what compensation you want to ask for?

User: I want them to refund the Rs. 10,000/- and transportation fare of Rs. 2,000/- and pay compensation of Rs. 1,00,000/- for mental agony.

Consumer Grievance Assistance Chatbot: Thank you. Here is your [notice](https://docs.google.com/document/d/1ecHkjxVshC3CW9Pa8T7vWs3inNny3GiWnDcSBvmyr-0/edit). Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also mention the date in the notice before you send it. If you don't receive a satisfactory response or if you don't receive a response within fifteen days, you can initiate legal action by filing a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint?

User: Yes.

Consumer Grievance Assistance Chatbot: First, we have to determine which consumer forum has the jurisdiction to hear your case. The court can be identified on the basis of the location where either IBIBO Group or any of its branches are situated, or where you are residing or working. Since you are situated in Delhi, would you like to file the case at Delhi?

User: Yes

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint that you can use? You will need to upload all relevant documents like proof of purchase, proof of damage, attempt to solve the problem, official communication from IBIBO Group here.

User: Okay

Consumer Grievance Assistance Chatbot: Thank you. Here is your [complaint](https://docs.google.com/document/d/1mMmPRTAzywQKldvbQv8mzF1LSglpz3M9D2mcWo2m90s/edit). Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”. Do you want me to provide you with the pre-filled versions of the same?

User: Yes please

Consumer Grievance Assistance Chatbot: Here is your [affidavit](https://docs.google.com/document/d/1q2HSDH0lobxMgRvjPoOfcMNU1p9vJQH9CRrSOaT9BoA/edit) and [MoP](https://docs.google.com/document/d/1q2HSDH0lobxMgRvjPoOfcMNU1p9vJQH9CRrSOaT9BoA/edit). You must fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. After this, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

User: Yes

Consumer Grievance Assistance Chatbot: E-Daakhil is an online platform for filing such complaints. You'll need to register, log in, and submit your complaint with necessary details and documents like the booking confirmation, correspondence with IBIBO, and your extra expenses receipts. There's a nominal court fee for claims below Rs. 20 lakhs. Shall I guide you through this process?

User: Yes, that would be helpful. What documents should I prepare for filing the complaint?

Consumer Grievance Assistance Chatbot: For the complaint, you should prepare and gather the following:

1. Legal Notice Copy: The notice you're sending to IBIBO.

2. Booking Confirmation: The original booking document.

3. Correspondence Records: All letters and emails exchanged with IBIBO regarding this issue.

4. Receipts of Extra Expenses: The additional costs you incurred due to the denied booking.

To file the complaint, you will need to:

- Register on the e-Daakhil portal and verify your account.

- Log in and navigate to the 'Consumer Complaint' section.

- Fill in the necessary details, attach your documents, and pay the court fee.

User: How long does the consumer forum usually take to resolve such cases?

Consumer Grievance Assistance Chatbot: Typically, consumer forum cases are resolved within 3-5 sittings, with a decision usually made within 90 days after the submission of all evidence and arguments. However, this can vary based on the specific district forum.

User: And what about mediation? Is that an option here?

Consumer Grievance Assistance Chatbot: Yes, mediation is an option under the Consumer Protection Act 2019. It involves a neutral mediator helping both parties reach a resolution. If it fails, the case will proceed in the consumer court.

User: Thank you for your help. I'll start with the legal notice and then proceed with filing the complaint.

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.