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

User: I have a problem with an Air Canada flight and I need some help

Chatbot : Of course. Can you provide me with some background information on your experience with Air Canada?

User: Certainly. In June 2018, I traveled to Toronto, Canada, to attend the Rotary International Convention. After the convention, I had a confirmed seat on an Air Canada flight scheduled to depart for India on July 31, 2018.

Chatbot : And what happened when you arrived at the departure gate on July 31st?

User: When I arrived at the gate, Air Canada announced that they needed to accommodate 5 emergency passengers on the flight to Mumbai, departing the same day. In exchange for giving up my seat, Air Canada offered me a confirmed ticket for the next day's flight, along with accommodations at the West End Hotel, free meals, transportation to the airport, and CAD 800 as compensation. I accepted the offer and stayed at the West End Hotel on July 31st. The next day, I returned to the airport, where Air Canada provided me with a confirmed ticket to Mumbai and assured me that they would transfer CAD 800 to my bank account upon my return to India.

Chatbot : Did you provide Air Canada with your bank details as requested?

User: Yes, I promptly provided them with my bank details after returning to India. However, despite numerous emails and reminders, Air Canada has failed to transfer the promised amount of CAD 800 to my account.

Chatbot : I see. And have you received any response from Air Canada regarding the status of the payment?

User: No, despite my efforts to contact them, Air Canada has been unresponsive and has repeatedly postponed addressing my concerns.

Chatbot : Based on the information you've provided, you have a valid complaint under the Consumer Protection Act. Before you file a complaint before the District Consumer Dispute Redressal Commission, you would have to send a notice to Air Canada. If you do not receive a satisfactory response, or if you do not receive a response from them at all, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes. Draft a legal notice for me.

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 Air Canada.

User: The address of Air Canada is 7373 Côte-Vertu Boulevard West Saint-Laurent QC, Canada, H4Y 1 H4. My name is Kolavennu Kanaka Kumar Chand, the son of Late Suryachandra Rao, I am 60 year old retired employee & Rotarian, residing at 9-21-5/10,Flat No 302, Laxmi Narasimha Nilayam, CBM Compound, Visakhapatnam-530003.

Consumer Grievance Assistance Chatbot: Thank you. What remedy would you like to seek?

User: I want a refund of the promised amount of 800 CAD which is equivalent to Rs 46,152/-, and a compensation of CAD 3,449,471 or Rs.19,90,00,000/- towards mental agony and harassment.

Consumer Grievance Assistance Chatbot: Thank you. Here is your [notice](https://docs.google.com/document/d/1z7JE7--s9QchpwBMVKcJl-j4KYCjRM4GrIc4BwWfLrM/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 Air Canada or any of its branches are situated, or where you are residing or working. Since you are situated in Visakhapatnam, would you like to file the case there?

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 Air Canada here.

User: Okay

Consumer Grievance Assistance Chatbot: Here is your [complaint](https://docs.google.com/document/d/1SM46EOXO1ppvHLv_r7rferCPLD0Rrkc8WoQVU429vg8/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/1SlJkLycgQz9ycyKvtGKsUIeeHuqz_ZZu9yY37dxBGrY/edit) and [MoP](https://docs.google.com/document/d/1z90fO0znWL0wTHX1vBz1iNX5yo76xTLjis5a3r74oWQ/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: You have to follow these steps in order to file a complaint:

1. Create an account on E-daakhil.
2. Verify your email address and login
3. Go to “Consumer Complaint” and accept the terms and conditions by clicking the “accept” button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click “Consumer Complaint” and enter the claim amount that you are seeking.
5. Select Gujarat as the State and Vadodara as the district. Click continue to proceed to the “Case Details” page.
6. On the “Case Details” page, enter all the necessary details and in case of any queries, please let me know.
7. In the “Party Name” section, enter “Air Canada”. In the “Advocate” Section, enter the details of your advocate and if you do not have an advocate, you can leave it blank.
8. In the “Complaint Section”, you can provide the following as your complaint:-

“The complaint is against Air Canada for failing to pay 800 Canadian Dollars (CAD) promised as compensation for the complainant voluntarily giving up his seat on a flight. The complainant sought payment of the promised 800 CAD (approximately Rs. 46,152), CAD 3,449,471 (Rs. 19,90,00,000) for mental agony, and Rs. 50,000 towards the cost of the complaint.”

1. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

User: Got it. Thank you

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.