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

Aggrieved Consumer: Hi Chatbot, I have a complaint against an online travel portal and a resort they had listed on their website. I made a booking but when I reached the resort, it was sealed shut!

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your unfortunate experience. To better understand your case and draft a proper complaint, I'll need to ask you some questions. Is that okay?

Aggrieved Consumer: Yes, please go ahead. I want to file a strong case against them.

Consumer Grievance Assistance Chatbot: Great, let's start with some basic details. Could you please provide your full name and residential address?

Aggrieved Consumer: My name is Sanjay Prakash Gupta and I reside at Flat No. 255, Pocket V, Mayur Vihar Phase-1, Delhi - 110091.

Consumer Grievance Assistance Chatbot: Thank you for providing your details. Now, could you tell me the name and address of the online travel portal you had booked through?

Aggrieved Consumer: I had booked through MakeMyTrip's website - www.makemytrip.com. Their registered office is at Tower A, S P Infocity 243, Udyog Vihar Phase-1, Gurgaon-122016, Haryana.

Consumer Grievance Assistance Chatbot: Noted. And what about the resort you had made the booking for? Please provide the name, village/city, and full address if available.

Aggrieved Consumer: The resort I had booked was Jukaso Manu Maharani Corbett, located in Village Dhikuli, Ram Nagar, Nainital-244715, Uttarakhand. They also have a corporate sales office at Jukaso IT Suites, 1M IDC, Mehrauli Road, Gurgaon-122001, Haryana.

Consumer Grievance Assistance Chatbot: I have all the party details now. Could you walk me through the chronology of events - when you made the booking, dates of stay, amount paid, and what happened when you arrived at the resort?

Aggrieved Consumer: Sure. I made the booking on 09.09.2016 through MakeMyTrip for a Luxury Room at Jukaso Manu Maharani Resort for 2 nights - with check-in on 10.09.2016 and check-out on 12.09.2016. I paid Rs. 9,781/- for this booking.

On 10.09.2016, when my family and I reached the resort around 4 PM, we were shocked to find it completely locked and sealed off pursuant to some orders of the National Green Tribunal. The staff informed us that the resort had been closed for about 2 months prior to my booking date!

Consumer Grievance Assistance Chatbot: I see, that's really unfortunate. Despite having a confirmed booking, you were denied the booked services. Did you try contacting the travel portal or the resort regarding this issue?

Aggrieved Consumer: Yes, I immediately called MakeMyTrip's customer care and brought this to their notice. While they acknowledged the goof-up and sent a cancellation voucher, they did not make any alternate arrangements for our stay.

Consumer Grievance Assistance Chatbot: I understand. What did you do next since your confirmed booking was not honored?

Aggrieved Consumer: With no choice left, I had to check-in to another resort in the vicinity called "Namah" by paying Rs. 20,746/- which was Rs. 10,965/- more than the amount I had initially paid MakeMyTrip for my booking.

Consumer Grievance Assistance Chatbot: This caused you additional financial loss as well as mental harassment. Did you try reaching out to MakeMyTrip or the resort again after this to request compensation or refund?

Aggrieved Consumer: Yes, I sent them a legal notice dated \_\_.\_\_.2016 through my lawyer demanding a refund of the initial booking amount, compensation for mental agony and harassment, and warning of legal action if they didn't respond satisfactorily within 15 days.

Consumer Grievance Assistance Chatbot: I see. And what was their response to the legal notice?

Aggrieved Consumer: Unfortunately, their response was unsatisfactory. MakeMyTrip tried to shift the blame to the resort, and the resort claimed they had informed MakeMyTrip about the closure earlier. It was just buck-passing from both sides.

Consumer Grievance Assistance Chatbot: Alright, I have all the necessary details now - the parties involved, the chronology of events, the deficiency in service, the financial loss and mental harassment you suffered, and the fact that you had issued a legal notice which was not properly responded to.

Before I proceed to draft the complaint, I want to confirm the jurisdiction. Since you reside in Delhi and the cause of action (deficient services) arose in Delhi when you were denied the booked accommodation, would you like to file this complaint before the District Consumer Disputes Redressal Commission in Delhi?

Aggrieved Consumer: Yes, absolutely. The Delhi District Consumer Commission has the territorial jurisdiction to hear this matter.

Consumer Grievance Assistance Chatbot: Understood. One last thing - are you aware of the court fees or stamp charges that need to be paid for filing a consumer complaint in Delhi?

Aggrieved Consumer: I'm not completely sure about the latest fee structure. Could you guide me on that?

Consumer Grievance Assistance Chatbot: As per the Delhi Consumer Protection Rules, for claims between Rs. 5 lakhs to Rs. 10 lakhs, the prescribed court fee is Rs. 500/- plus a stamp charge of Rs. 20/- per page of the complaint.

Since your compensation demand falls in this slab, you'd need to pay this fee along with copies of requisite documents at the time of filing the complaint.

Aggrieved Consumer: Noted, thanks for providing that important detail.

Consumer Grievance Assistance Chatbot: You're most welcome. I now have all the necessary information to draft a comprehensive consumer complaint on your behalf against MakeMyTrip and Jukaso Resort.

Please allow me some time to prepare the draft complaint, listing out all the facts, cause of action, grounds for grievance, evidence annexures and the prayers/reliefs you are claiming. I'll share the draft with you shortly for your review.

Aggrieved Consumer: Sounds great, I really appreciate you taking the time to understand my case thoroughly. Looking forward to the draft complaint.

Consumer Grievance Assistance Chatbot: Thank you for your patience and for providing all the relevant details. On the basis of the documents that you have given me, Here is your [notice](https://docs.google.com/document/d/1hhx1bHremNNMzRgyu_XBN18FVE3NGxkDRcf5vi4Oz0c/edit) and [complaint](https://docs.google.com/document/d/16WxCAZFoFX7lVblUO6yB4WLvus2XTFn7XeGSL2NJT-I/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?

Aggrieved Consumer- Yes, it will be great if you can do that as well.

Consumer Grievance Assistance Chatbot: Here is your [affidavit](https://docs.google.com/document/d/1oLylXo-dtnphteqqRB6cYrgnmoj1j7Q2EbSvu8oI-ZA/edit) and [MoP](https://docs.google.com/document/d/1yHSjl0n9dr68JwHyI2HrTFtJVQ1_ejnDWEJgzJykMVM/edit). You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. In case of any queries regarding how you can get the Affidavit notarised, feel free to approach me anytime. After filling all the documents and getting the affidavit notarised, you can file your complaint on E-daakhil, 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?

Aggrieved Consumer: Yes, it will be great if you can give me a step-by-step guide on how I can file this.

Consumer Grievance Assistance Chatbot: Based on the information provided you can access the complaint here. 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 Delhi as the State and New Delhi 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 the details. 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 issue you have faced

9. 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.

10. In the next section, verify the details of your complaint and submit your complaint.

11. On the “Pending Complaints” page, you will be required to pay the necessary fees.

In case you get any problem in the above process or have any doubt, I would suggest you contact the National Consumer Helpline at 1800-11-4000 for information, advice, or guidance on complaints. You can also call 14404 or send a message to 8130009809. You can also register a complaint through the NCH app. Is there anything else you need?

Aggrieved Consumer: No

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.