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

User: I was cheated by travel agency.

Consumer Grievance Assistance Chatbot: That should not be the case. I would try to be of as much help as possible. Can you please tell me more about the incident?

Consumer Grievance Assistance Chatbot: During booking, Thomas Cook assured visa procurement was their responsibility. They said if the visa is not obtained, accommodation would be provided at no extra cost. Based on this, I agreed to book the package and paid Rs. 2,85,199.

Consumer Grievance Assistance Chatbot: Did Thomas Cook confirm your visa and tour in a timely manner?

User: Despite regular follow-ups, they failed to confirm visa or tour until 27th May 2022, just 1 day before departure.

Chabot: What did Thomas Cook inform you then regarding the tour?

User: On 27th May, they abruptly said the UK visa was not obtained, so the tour was canceled.

Consumer Grievance Assistance Chatbot: Did they offer any resolution for canceling the tour?

User: Shockingly, their email on 2nd June demanded additional payment from me to reschedule or said exorbitant cancellation charges would apply.

Consumer Grievance Assistance Chatbot: So to summarize, they failed to procure the visa as promised and then canceled without adequate notice?

Client: Yes, they assured visa procurement but failed to obtain it. Despite my payments, they canceled the tour at the last minute and now demand more money.

Consumer Grievance Assistance Chatbot: You can file a complaint before the consumer court having jurisdiction to hear the case. For that, you must first send a fifteen-day notice to Thomas Cook . The same can be sent electronically or by post. Or else, you can also contact the National Consumer Helpline using the helpline number 1800-11-4000. The Consumer Helpline will give assistance regarding how you can approach the present dispute. What would you prefer?

User: I prefer sending legal notice.

Consumer Grievance Assistance Chatbot: Certainly. Can you tell me your full name with address, age, and occupation?

User: Sure. My details are Mr. Ameya Damodar Bhobe, residing at H.No. 198, Gaunswado, Mapusa, Goa

Consumer Grievance Assistance Chatbot: Please tell me the registered address of the tour company as well.

User: Thomas Cook (India) Ltd. Thomas Cook Building, Dr. D. N. Road, Fort, Mumbai – 400001

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/1xQC5bcVXWiJ5pmVG_twtsqec65H01mPT/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) to be issued here Please note that these are templates that may require certain corrections or modifications and certain details (particularly the date and signature) will need to be filled at your end.

User: Thank you. I want to file a consumer complaint; can you guide me?

Consumer Grievance Assistance Chatbot: Certainly. I would need some more information from you related to the matter to assist you better. What is the relief that you would wish to pursue through the complaint?

User: I would want a refund of the entire amount of Rs. 2,85,199/- and compensation of Rs. 1,00,000/- for mental harassment, as well as litigation charges of Rs. 50,000/-

Consumer Grievance Assistance Chatbot: Sure. Since the value of the consideration amount you paid is Rs. 2,85,199/- which is less than One Crore rupees , the complaint will have to be filed in a District Commission. You, as a complainant, reside in Mapusa district and the cause of action arises in Mapusa. The opposite party carries on business in Mumbai. You have the option to file the complaint to the Porvorim Consumer Disputes Redressal Commission.

User: Okay inform me about the complaint filing procedure

Consumer Grievance Assistance Chatbot: Sure. Below is the process for filing a consumer complaint at the Porvorim District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:

1. Create an Account: If not already registered, create an account on the [e-Daakhil](https://edaakhil.nic.in/) portal.

2. Email Verification: Verify your email address by clicking the link sent to your registered email. Then:

3. Login: Use your credentials to log in to the portal.

4. Start New Case: Click on 'File a New Case' from the Filing dropdown menu to initiate your complaint.

5. Click consumer complaint.

6. Read the disclaimer and click “accept”.

7. Click consumer complaint.

8. Enter the amount you have as compensation in the claim amount.

9. Select Goa as the state and Provorim as the district. Click continue.

10. You will now land on the Case details page. Enter your name, your address, and your mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.

11. Enter Thomas Cook (India) Ltd. Thomas Cook Building, Dr. D. N. Road, Fort, Mumbai – 400001 in the opposite party address section. Select the state and district of the registered address.

12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.

13. In the Complaint section, write the following:

“During the booking process, the Thomas Cook (India) Ltd. travel agency assured me that procuring the UK visa would be their responsibility. They also assured me that in case the visa is not obtained due to any reason, reasonable accommodation would be provided by me at no extra cost. Based on these assurances and representations, I agreed to book the tour package and made multiple payments totaling Rs. 2,85,199/- (Rupees Two Lakhs Eighty-Five Thousand One Hundred and Ninety-Nine Only) towards the booking, as per the direction of travel agency. Despite regular follow-ups by me, the travel agency failed to confirm visa procurement or tour confirmation until 27th May 2022, merely one day before the scheduled departure. On 27th May 2022, the travel agency abruptly informed me that the UK visa had not been obtained and hence the booked tour is canceled. Shockingly, along with this, the travel agency as per their email dated 2nd June 2022 demanded additional payment from me for rescheduling the tour, failing which exorbitant cancellation charges were applied.”

14. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name, and the opposite party, click save and continue.

15. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

16. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

17. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Do you also want me to draft a complaint letter for you?

User: Yes, that would be really helpful.

Consumer Grievance Assistance Chatbot: Excellent, I've generated a pre-filled [complaint](https://docs.google.com/document/d/1r-C32zYLvLMIG2W5EldMSM1b9SNESYFx/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) for you with all the details you've provided. Once downloaded, fill in all blank details, review and sign the complaint and verification before a notary public. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, Please.

Consumer Grievance Assistance Chatbot:  Sure. Here is a draft [affidavit](https://docs.google.com/document/d/1s0KkXgUAV6LoO9YYp0xwT8VFRgZVxhO8/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/1MOCAIY85ZVhwgdX2lMBgBByyOP-Hxumr/edit#heading=h.gjdgxs). 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 all for now. Thanks.

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.