**(This hypothetical chatbot Q&A is based on CC/03/2022 from Before the District Consumer Disputes Redressal Commission, North goa at Porvorim)**

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

User: I was stopped from traveling at the airport.

Consumer Grievance Assistance Chatbot: That’s terrible. Can you please tell me more about the incident?

User: I had booked a roundtrip ticket from the UK to India with Air India. My return flight was on 14/12/2021 at 8am.

Consumer Grievance Assistance Chatbot: What was the total cost of the air ticket?

User: Rs. 90,000/-

Consumer Grievance Assistance Chatbot: Alright. And did you reach the airport on that day?

User: I reached the Delhi airport at 4:45am, well in time before the flight. I completed the check-in process and submitted my documents.

Consumer Grievance Assistance Chatbot: Okay. What documents did you provide at the check-in counter?

User: I showed them my Portuguese passport, UK residence permit, and OCI card as required.

Consumer Grievance Assistance Chatbot: You have an OCI card? Are you of Indian origin?

User: Yes I am of Indian origin but hold a Portuguese passport now. I presented my valid OCI card but still they denied me boarding!

Consumer Grievance Assistance Chatbot: I see. So despite showing valid documents, they did not let you board the flight?

User: Yes! The Air India staff said the documents were insufficient. But that is not true. As an OCI cardholder, I don't need a separate visa for India. Still they refused to let me travel.

Consumer Grievance Assistance Chatbot: That is really strange. Did they give any explanation on why they were not allowing you?

User: They just said the documents were inadequate but didn't specify anything. I tried explaining my rights as an OCI holder but they paid no attention.

Consumer Grievance Assistance Chatbot: This seems to be a clear case of negligence and deficiency in service on Air India's part. What happened next?

User: I had no choice but to miss the flight. I had to purchase a new ticket on another airline at very high last minute rates. It caused me immense financial and mental stress.

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 Air India Airlines. 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 want to file a complaint. Can you help me?

Consumer Grievance Assistance Chatbot: Certainly. Please tell me your full name, address, age,.

User: Sure. Antonio Jeronimo Correia Son of late Mr Francisco Correia, Presently residing H.No 982 Roulo Bandh,St Agostinho Santa Cruz Tiswadi,Goa,

Consumer Grievance Assistance Chatbot: Thanks. I would also need the registered address of the airline.

User. The airline is Air India, having office at Ground Floor, Dempo House D.B Road, Panaji Goa

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/1umKF8uXxxOdpk-JnRA-GIz6lXk1BYJCW/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) for filing of consumer complaint. Please note that these are templates which may require certain corrections or modifications and certain details (particularly the date and signature) will be needed 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 and compensation for mental harassment.

Consumer Grievance Assistance Chatbot: Sure. Since the value of the ticket paid as consideration by you is Rs. 90,000/- which is less than one crore rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in Tiswadi district and the cause of action arises in Panjim. The opposite party carries on business in Mohali. You have the option to file the complaint to the Porvorim District Consumer Disputes Redressal Commission. Where do you want to file?

User: Okay please inform me about the complaint procedure.

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

1. Create 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 login 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 need as compensation in the claim amount.

9. Select Punjab as the state and Kapurthala 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 Air India in the Opposite party name section. Ground Floor, Dempo House

D.B Road, Panaji Goa, 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:

“I booked a two-way ticket, of the Air India Airline on 26/02/2021 to travel to the United Kingdom. The ticket was priced at Rs. 90,000/-. Due to no fault of mine, the checking staff of Air India refused me to board the flight on my immigration status and certificate of registration of an overseas Citizen of India. I showed the staff of Air India at the check-in counter, my UK Residence Documentation. However, despite showing/ producing for verification the said documents, the staff at the check-in counter for Air India did not allow me to board the flight as a result I could not travel back to the United Kingdom and had to undergo huge financial losses moreover I was required to be in U.K to take part in the family celebration and being head of the family I was required to be present to finalize the marriage of my son who is a resident of U.K. I have approached Air India and sought a refund and compensation, however, they have not been able to give me any satisfactory response.”

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. You'll also attach the airline's response if received.

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/1pBHQlvTnlxY1SZiRJGwxCoENoo4PrIfg/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/1_9O6aO0Wr7kdPwGCa6rrLyG1IzevE8us/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/1m3bg-lyXCriLqKAq7NLrDejKvDf10XUo/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true). 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.