**(This hypothetical chatbot Q&A is based on CC/93/2014 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 cheated by a travel agency.

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

User: I booked a 16 person package to Malaysia via Singapore with Global DMC travel agency for Rs. 2,32,500 on 12.02.2021.

Consumer Grievance Assistance Chatbot: Did Global DMC deliver the services promised as part of the package?

User: No, despite full payment they failed to arrange flight tickets, visas, hotel stay at Arenaa Star Luxury as committed, and sightseeing as per the itinerary.

Consumer Grievance Assistance Chatbot: How did their failure to provide the promised services impact your trip?

User: Due to their willful breach and deficient services, I incurred huge additional expenses for alternate stay, visas and sightseeing of over Rs. 1,20,000 between 10-02-2021 to 20-02-2021.

Consumer Grievance Assistance Chatbot: So to summarize, Global DMC failed to deliver the promised services and you incurred major extra costs as a result?

User: Yes, that is absolutely right. It was a grossly deficient service that led to significant additional expenses, causing huge inconvenience. I also sent a legal notice to them, but they ignored it.

Consumer Grievance Assistance Chatbot: You can file a complaint before the consumer court having jurisdiction to hear the case. 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 to file a complaint. Can you help me draft one?

Consumer Grievance Assistance Chatbot: Certainly. I will need some more information from you related to the matter. Can you please tell me your full name, address, and age?

User: Sure. Mr. Chandrashekhar Uttam Naik Tuenkar Aged 74 years, R/o Martins Enclave, E-1/S-1, Building Kerrat, Opp. PMC Bank, Caranzalem, Goa

Consumer Grievance Assistance Chatbot: I will also need details of the proprietor and the registered address of the travel company.

User: Mr. Vasco Noronha CEO & Director, Global DMC C-53, Unity Apartments, BAF Kiranagar Behind Malvani-I Fire Brigade Marve Road, Malad (West), Mumbai

Consumer Grievance Assistance Chatbot: 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 and your family is Rs.. Rs. 1,57,054/- which is less than Fifty Lakh rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in Caranzalem district and the cause of action arises in Caranzalem. The opposite party carries on business in Mumbai. You have the option to file the complaint to the Porvorim or in Mumbai District Consumer Disputes Redressal Commission. Which Court is convenient to you?

User: I am ready to file it before Porvorim District Consumer Disputes Redressal Commission.

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-Dakhil 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 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 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 and your family members details who have made payment for the trip, and provide details of their name, your address, and mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.

11. Enter for the Opposite party details as follows: Mr. Vasco Noronha CEO & Director, Global DMC C-53, Unity Apartments, BAF Kiranagar Behind Malvani-I Fire Brigade Marve Road, Malad (West), Mumbai.

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 holiday package for 16 persons to Malaysia via Singapore with a travel agency by the name Global DMC through payment of Rs. 2,32,500/- on 12.02.2021. Despite full payment, the travel agency failed to make proper arrangements by not booking flight tickets, visas, hotel stay at Arena Star Luxury Hotel as committed, and sightseeing as per the itinerary. Due to the travel agency’s willful breach of terms and grossly deficient services, the Complainant was forced to make alternate stay arrangements spending Rs. 3,636/- and incurred huge additional expenses of Rs. 71,280/- for visa and Rs. 47,580/- for sightseeing, made payments between 10-02-2021 to 20-02-2021.”

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 helpful.

Consumer Grievance Assistance Chatbot: Excellent, I've generated a pre-filled [complaint](https://docs.google.com/document/d/1SIrb67HoQvOAReY5ZW3xZT-JUtRBpevi/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/1JUeZ_5Ks3rBK9WQcsnfAX6tvcZSOwMma/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/1A1dZUbtMMHzOdglZaSGzB0rG14Nj_oNo/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.