**(This hypothetical chatbot Q&A is based on CC/92/2021 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 elaborate?

User : My family and I saw an advertisement from Flamingo Holiday Worldwide for a European tour. The advertisement said the cost was Rs 2,28,000 per person. When we approached them, they confirmed this price and we paid the price. Subsequently, the travel agency informed us that the tour has been postponed due to COVID-19. But when we asked for a refund, they refused it.

Consumer Grievance Assistance Chatbot: What happened after you paid the initial amount based on the advertised price?

User: After we paid the Rs 2,28,000 per person, they informed us there would be an additional Rs 4,000 per person for insurance.

Consumer Grievance Assistance Chatbot: Did they add any other charges beyond what was agreed upon initially?

User: Yes, when we got the itinerary, they asked for an additional Rs 2,00,000 total. Then after visa verification, they demanded Rs 4,39,000 more.

Consumer Grievance Assistance Chatbot: What was the total amount your family paid to this travel agency?

User: In total, with all the extra charges, we paid them Rs 13,49,000.

Consumer Grievance Assistance Chatbot: What did you receive in return for paying this large sum?

User: We didn't receive the flight tickets, visas, hotel vouchers or any of the trip details they promised. All they gave us was the PNR number and said tickets would be provided later.

Consumer Grievance Assistance Chatbot: What happened when your trip was postponed due to COVID-19?

User: They said it was postponed to July 2020 but never provided new details. When we asked for a refund of the Rs 13,49,000, they started avoiding us. I believe we have been the victim of fraud.

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 Flamingo HolidayWorldwide'5. 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. I will need some more information from you related to the matter. Can you please give your full name with address, and names and addresses of all the family members who have paid money for the trip

User: Sure.

1. Mr. John Costance D'Souza

H no. 2/207 Naikavaddo

Calangute

Bardez Goa 4035162.

1. Mrs. Maria Arcanjela D'Souza

H.no.2/207 Naikavaddo,

Calangute Bardez Goa 4035163.

1. Mrs. Maria Philomena D'sOUZAH.no.2/168

D Naikavaddo, Calangute Bardez Goa 4035164.

1. Mrs. Anna Francisca Rita D'Souza

H.no.2/207 Naikavaddo,

Calangute Bardez Goa 4035165.

1. Jenesius Francis D'Souza

Through his mother Mrs. ValanciaD'Souza

H.no.2/207 Naikavaddo, Calangute Bardez Goa 4035166.

1. Mrs. Valancia D'SouzaH.no.2/207

Naikavaddo, Calangute Bardez Goa 403516.

Consumer Grievance Assistance Chatbot: I will also need the name of the proprietor and the registered address of the tour agency.

User: Mr. Robin A. Rodriques, Proprietor 'Flamingo HolidayWorldwide'5, ORINHA' Umtavaddo, Calangute Bardez Goa 403516

User: Can you please provide all documents related to the tour including the holiday package details, itinerary, details of payment here?

(Upon uploading of documents)

Consumer Grievance Assistance Chatbot: Thank you for supplying the information! Please find the [notice](https://docs.google.com/document/d/1LAY7XCs3Jx0l82UQX6lHr1aSx3bBF5gH/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) for filing of consumer complaint. 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 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. 13,49,000/-which is less than One Crore rupees, the complaint will have to be filed in a District Commission. You, as a complainant, reside in Bardez district and the cause of action arises in Bardez. The opposite party carries on business in Bardez. You have the option to file the complaint to the Porvirm District Consumer Disputes Redressal Commission.

User: Provide details about the process of filing.

Consumer Grievance Assistance Chatbot: Sure. Below is the process for filing a consumer complaint at the Provorim 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 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 North Goa as the state and Porvorim 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 Robin A. Rodriques, Proprietor, 'Flamingo HolidayWorldwide'5, in the Opposite party name section and, ORINHA' Umtavaddo, Calangute Bardez Goa 403516 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 and 5 other family members of mine together booked a trip package to European countries for a total amount of Rs.13,49,000, when it was advertised for only Rs 2,28, 000/- per head. Subsequently, due to COVID-19, all flights were cancelled, therefore our trip got cancelled and we were informed.We appraoached the opposite party for the refund of the amount but they avoided any communication. Hence, amounts to deficiency of service. ”

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/1GBDxTcOfZ7jmosMT_S7jJAAu-HbR4HQ4/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/1s0JMpQts2TJfYFGZDfMNCL8vqbL-NtEw/edit?usp=sharing&ouid=103981618150393832378&rtpof=true&sd=true) and [memorandum of parties](https://docs.google.com/document/d/1gMy2DTh2IG-4iR4IeizMUgPTngg6JReb/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.