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

User: I want to file a complaint against a travel company. Can you guide me through the process?

Consumer Grievance Assistance Chatbot: Could you please provide me with more information about what happened?

User: I had planned to go on a tour abroad through a travel company based in Mumbai. I approached their agent here in Vijayapur, who explained the various tour packages available.

Consumer Grievance Assistance Chatbot: I see. Could you tell me which specific package you were interested in and the amount you paid for it?

User: Yes, I opted for a tour package covering Singapore, Sri Lanka, Thailand, Malaysia, and some neighboring countries. The agent informed me that the total cost would be Rs. 1,18,254, which I transferred to their account on the 6th of January 2020.

Consumer Grievance Assistance Chatbot: Alright. Now, what happened after you made the payment?

User: Unfortunately, due to the onset of the COVID-19 pandemic, the tour was canceled by the travel company. They informed me of this over the phone and assured me that the amount I paid would be refunded.

Consumer Grievance Assistance Chatbot: And did you receive any communication regarding the refund after the cancellation?

User: No, not initially. I approached the agent here in Vijayapur and requested a refund. He told me he would communicate with the main office about it.

Consumer Grievance Assistance Chatbot: Did you continue to follow up on the refund after that?

User: Yes, I did. I visited the agent several times, and each time he assured me that he had contacted the main office about the refund. Finally, in April 2021, he asked me to write a letter to the main office requesting a refund.

Consumer Grievance Assistance Chatbot: I see. And did you follow through with his instructions?

User: Yes, I did. I wrote the letter as per his instructions, and thereafter, a partial refund of Rs. 28,132 was made to my bank account through NEFT on the 7th of January 2022. However, the remaining balance of Rs. 90,122 was still pending.

Consumer Grievance Assistance Chatbot: Have you taken any further steps to recover the remaining amount?

User: Yes, I issued legal notices to both the travel company and its agent on the 11th of April 2022, demanding the return of the balance amount. However, while the agent replied, denying any wrongdoing, the main office failed to respond or refund the remaining amount.

Consumer Grievance Assistance Chatbot: Thank you for providing me with all this information. Could you please mention what is the remedy that you are looking for?

User: I would like to seek a refund of the balance amount of Rs.90,122/- with interest @ 12% p.a., Rs.50,000/- towards compensation Rs.1,00,000/- towards mental agony

Consumer Grievance Assistance Chatbot: Based on the above information provided you could file a complaint before the District Consumer Disputes Redressal Commission, or you could also contact the respective State Consumer Helpline Number where you can talk to an agent and address your grievance.

User: Could you provide me with the helpline number

Consumer Grievance Assistance Chatbot: To be specific, there is a National and State Consumer Helpline Number. Which number do you want me to provide you with?

User: Provide me with both the Helpline Number.

Consumer Grievance Assistance Chatbot: Could you please mention which state you reside in?

User: Andhra Pradesh

Consumer Grievance Assistance Chatbot: Please find the National Consumer Helpline number- 1800-11-4000 and the State Consumer Helpline number- 1800-425-0082 / 1800-425-2977.

User: How do I proceed, if I have to file a complaint?

Consumer Grievance Assistance Chatbot: You could file a complaint before the respective District Consumer Disputes Redressal Commission. However, I need further details to assist you. Could you please mention your details like your name, father’s name/ husband's name, age address, and occupation?

User: Shankarappa, father’s name-Ningappa Somnal, age- 65 Yrs, Occupation: Pensioner Address-Somanath Nilaya, Near Nila Nagar, Ashram Road, Bijapur.

Consumer Grievance Assistance Chatbot: Could you please provide details of the insurance company, like its full name, address of office of both the Head office and branch office if any, and any authorized person you know about?

User: The Manager, M/s Kesari Tours Pvt. Ltd., 314J Road Mahim, Mumbai-400016. Athalye Travel lines Indra Villa, Near Hotel Madhuvan Station Road, Vijayapur-586101.

Consumer Grievance Assistance Chatbot: Thank you for providing the details. As per the above-mentioned details, you could file the complaint before the District Consumer Disputes Redressal Commission of Visakhapatnam. Here is a detailed guideline to file a complaint online in the E-Dakhil Portal.

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 Rs.6,01,206 in the claim amount.
9. Select Andhra Pradesh as the state and Visakhapatnam 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 the name and address of and other details of the service center in the Opposite party name 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 have deposited some money into a fixed deposit scheme of Sahara Credit Co-Operative Society Ltd. On 30th March 2019, I deposited Rs. 4,98,000 for a period of 18 months. The fixed deposit matured on 30th September 2020, and the maturity amount was supposed to be Rs. 5,71,206 which the co-operative society has failed to pay despite several attempts on my part to collect it. I personally visited their office multiple times to inquire about the payment, but they always came up with various technical excuses and didn't pay me. I sent them a notice on 12th March 2021 demanding the payment of the maturity amount, but it was returned unserved.

1. 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.
2. 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.
3. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.
4. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Consumer Grievance Assistance Chatbot: Would you like me to generate the complaint for you?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Sure you can download the [complaint](https://docs.google.com/document/d/1myYtPtk6TWwaksbg_u4Rl7enNLS8giMW/edit) here. Once downloaded, 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. It would be really helpful

Consumer Grievance Assistance Chatbot: Sure. Here is a draft [Affidavit](https://docs.google.com/document/d/1a9rVp3X0WtqeJ4vyg5PC7yeOWdTo7a5a/edit?usp=drive_link&ouid=105418665490975035644&rtpof=true&sd=true) and [Memorandum of parties](https://docs.google.com/document/d/1F6FBaEt1kAn_nWEoVfOJGsxCsfjJ7sP0/edit?usp=drive_link&ouid=105418665490975035644&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.