**BEFORE THE CONSUMER DISPUTES REDRESSAL DISTRICT FORUM AT KAPURTHALA, PUNJAB**

**CC.No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_/20\_\_**

Tajinder Pal Singh

S/o Lashkar Singh

R/o H.No. 83

Ranjit Avenue, Kapurthala

Age: 47 years

Occupation: Businessman … Complainant

Versus

M/s Air India

Safdarjang Airport Area

Aurobindo Marg, Satya Sadan

New Delhi110003 … Opposite Party

This complaint under section 35 of the Consumer Protection Act, 2019, is presented on the grounds stated herein under:-

1. That the Complainant is a citizen of India residing in Ranjit Avenue, Kapurthala, and the Opposite Party abovenamed, is an airline registered in India and having its office at Safdarjang Airport Area, Aurobindo Marg, Satya Sadan, New Delhi110003.

2. This complaint relates to the deficiency in service of the opposite party faced by the complainant and the unfair trade practice employed by them.

3. The complainant booked a flight ticket for Canada on 22.03.2021 for Rs. 73894. The complainant received a ticket, bearing e-ticket number 0982135285799, for flight No. AI187 that was scheduled to depart from Delhi on 05.05.2021. The e-ticket is attached as Annexure A.

4. The flight got cancelled due to COVID-19 and was rescheduled to 25.05.2021. Then the flight was again rescheduled to 15.06.2021 and then to 26.06.2021. Due to repeated rescheduling, the complainant cancelled the ticket and requested a refund on 20.06.2021. Customer care told the complainant that they would refund the amount within 21 working days. A copy of the correspondence is attached as Annexure B.

5. However, several months have passed and the complainant has not received the refund yet. The complainant tried reaching out to the airline via mail multiple times but has not received any response. A copy of the emails is attached as Annexure C.

6. The opposite party, being a reputed name in the business of air travel, had a responsibility to process the refund due to the complainant without delay. The opposite party has been deficient in offering this service and has employed an unfair trade practice. The complainant is entitled to get a refund of the entire amount.

7. The total consideration paid by the Complainant for the purchase is Rs. 73894/- which is less than Rs. 50 lakhs. The cause of action arises and the complainant resides in Kapurthala. Hence the district forum has the jurisdiction to try and entertain this complaint.

7. The complainant has not filed any complaint having the same cause of action in any other forum or court.

8. The cause of action arose on 20.06.2021 which is within the limitation period prescribed under the Act. Hence, the claim in the complaint is not barred by the law of limitation.

9. The Complainant is complying with the Court Fees Mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.

9. In the circumstances, the Complainant therefore prays that:

a. the opposite party be directed to refund the entire paid amount of Rs. 73894/-;

b. the Opposite Party be directed to pay to the Complainant the sum of Rs. \_\_\_\_\_\_\_\_/- being the cost of the legal expenses borne by the Complainant;

c. the opposite party be directed to pay to the complainant the sum of Rs. \_\_\_\_\_\_\_\_/- for the mental agony and harassment suffered by the Complainant due to negligence and deficiency in service by the opposite party.

d. any other relief deemed fit and proper in the circumstances of the case.

Dated this day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**COMPLAINANT**

**VERIFICATION**

I, Tajinder Pal Singh aged 47 years son of Lashkar Singh r/o H.No. 83, Ranjit Avenue, Kapurthala, do hereby solemnly declare and state that what is stated in paragraphs no.1 to 9 of the above complaint is true to my own knowledge and what is stated in the remaining paragraphs is stated on information and belief and I believe the same to be true.

Solemnly declared at Kapurthala

this day of \_\_\_\_\_\_ 2024

Complainant