**BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION**

**CENTRAL DISTRICT, Delhi**

**IN RE: COMPLAINT NO. 116/2024**

**In the matter of:**

**Meetu Jain**

Aged 40, Female

4B/45 Riviera Apartment, Mall Road,

Rajouri Garden

Delhi-110027 ...........Complainant

**Versus**

Ramesh Chand, Proprietor

Paras Holidays Pvt. Ltd.

321-322, 3rd Floor, Gold Plaza Building,

Gurudwara Road, Karol Bagh, New Delhi-110005 ............Opposite Party

**COMPLAINT UNDER SECTION 35 OF THE CONSUMER PROTECTION ACT, 2019**

**MOST RESPECTFULLY SHOWETH**:

1. The complainant, Meetu Jain, residing at 4B/45 Riviera Apartment, Mall Road, Rajouri Garden, Delhi-110027 files this complaint against Paras Holidays Pvt. Ltd., alleging deficiency in service, specifically relating to the mishandling of visa arrangements for a family trip to Malaysia via Hong Kong. The complaint planned a vacation to Hong Kong and Malaysia from 21 May 2023 to 21 June 2023.

2. **Background and Nature of the Complaint**:

a. The complainant, along with her family,for the planned vacation approached Paras Holidays Pvt. Ltd. for visa assistance on 7 January 2023. The Opposite party requested for various proofs and agreed to help with the issue of visa within 4 months. The quoted charges were 20000 Rs. The receipts of the payments made and the communication through whatsapp are attached below as Annexure A and B respectively.

b. Despite assurances and payment for the services, the visa provided was incorrect i.e to Macau, leading to a denial of boarding on the connecting flight from Hong Kong to Malaysia, causing undue hardship to the complainant and her family, including minor children and senior citizens.

c. The complainant and her family were stranded in a foreign country i.e Hongkong, facing significant inconvenience and financial burden due to the necessity to reschedule flights and manage accommodations unexpectedly.

3. **Cause of Action:** The cause of action began when the complainant received visa only for Hongkong and instead of Malaysia, he was given visa of Macau. This was from the date 10 June 2023.

4. **JURISDICTION**:

The Commission has the territorial jurisdiction as the incident, the Complainant's residence, and the Opposite Party's branch is in Rajouri Garden Situated within Delhi. The pecuniary value of the claim i.e 20000 Rs falls within the jurisdiction of this Commission

5. **LIMITATION**: Since it’s been less than an year since the cause of action,the present complaint is being filed within the period of limitation as prescribed under section 69 of the Act, 2019.

6. **COURT FEE**: As per Rule 7 of Consumer Protection (Consumer Dispute Redressal Commission) Rules 2020, the requisite court fee has been paid.

7. Prayer: The complainant respectfully prays for immediate redressal of the grievances and compensation for the hardships faced due to the alleged negligence and deficiency in service by Paras Holidays Pvt. Ltd.

**Relief Sought:**

a. Compensation for the financial loss amounting to Rs. 20000, including the cost of rescheduling flights and additional stay arrangements.

b. Damages for mental anguish and stress caused due to the ordeal, quantified at Rs. 100000.

c. Litigation costs and any other relief deemed just and fair by this Honorable Commission.

Place: Delhi **Signature**

Date: Jan 20, 2024

**VERIFICATION:**

I, Meetu Jain, Aged 40, Female living at 4B/45 Riviera Apartment, Mall Road, Rajouri Garden do hereby declare that I have not misrepresented any facts nor have tried to hide any information in my above complaint. All the facts mentioned herein are true to the best of my knowledge and no material facts have been concealed.

Place: Delhi  **Signature Complainant**

Date: Jan 20, 2024

**ATTACHMENTS**

**Evidence Presented:**

a. Documentation of correspondence with Paras Holidays Pvt. Ltd.

b. Copies of the incorrect visas provided.

c. Flight tickets and boarding passes illustrating the planned itinerary.

d. Receipts and documents pertaining to the additional expenses incurred due to the visa error