**BEFORE THE HON’BLE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION AT [LOCATION]**

**IN RE: COMPLAINT NO. \_/20**

**IN THE MATTER OF:**

Rishi Kant Mishra,  
S/o Sh. Ramakant Mishra  
2800, 3rd Floor, Gali Arya Samaj, Bazar Sita Ram, Delhi-110006  
 .....................................................................Complainant

**Versus**

IBIBO Group Private Limited,  
Through its Partners/Directors/Managers  
Registered Office: UG-07 (front side), TDI Mall,  
Rajouri Garden, Delhi-110027  
Also at: Corporate Office: 18th & 19th floor, Tower A, B & C, Epitome Building No. 5,  
DLF Cyber City Phase III, Gurugram-122002,  
Haryana, India  
 .....................................................................Opp. Party

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

**RESPECTFULLY SHOWETH:**

1. That the Complainant, Rishi Kant Mishra, son of Sh. Ramakant Mishra, residing at 2800, 3rd Floor, Gali Arya Samaj, Bazar Sita Ram, Delhi-110006, availed the services of IBIBO Group Private Limited for booking hotel accommodation in Bangkok and Pattaya.
2. That despite making the agreed payment and receiving a confirmation for 'Yes Boutique Hotel' in Pattaya, upon arrival, the Complainant was denied access to the hotel room due to non-receipt of payment by the hotel from IBIBO Group.
3. That this resulted in considerable inconvenience, distress, and financial loss as the Complainant had to urgently find alternative accommodation, leading to additional expenses.
4. That despite attempts to resolve the issue with IBIBO Group, the Complainant received inadequate responses, leading to the filing of this complaint.
5. That the Complainant seeks refund of the earnest amount paid (Rs. 10,000/-), transportation fare (Rs. 2,000/-), damages for mental agony and trauma suffered (Rs. 1,00,000/-), and litigation costs (Rs. 10,000/-).
6. That the Opposite Party contends that they acted merely as a facilitator and any issues with room availability are subject to the hotel's policies and local laws, absolving them of direct liability.

**CAUSE OF ACTION:**

1. That the Complainant, having relied on the services of the Opposite Party, was subjected to a gross deficiency in service and unfair trade practice, as evidenced by the failure to secure the confirmed hotel booking, causing financial loss and mental trauma.

**EVIDENCE:**

1. The Complainant attaches herewith booking confirmations, correspondence with the Opposite Party, receipts of alternative accommodation, and other relevant documents to support the claim.

**JURISDICTION:**

1. The Hon’ble District Consumer Disputes Redressal Commission has jurisdiction as the transaction occurred in New Delhi, and the Opposite Party's office is located in New Delhi.

**LIMITATION:**

1. The cause of action arose upon the Complainant's arrival at the 'Yes Boutique Hotel' and the subsequent denial of accommodation. The complaint falls within the two-year limitation period specified under Section 69 of the Consumer Protection Act, 2019.

**COURT FEE**:

1. The Complainant is complying with the Court Fees mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.
2. PRAYER: The Complainant seeks the following reliefs from this Hon’ble Commission:-
   1. Direct the Opposite Party to refund the earnest amount of Rs. 10,000/- and transportation fare of Rs. 2,000/-;
   2. Direct the Opposite Party to pay compensation of Rs. 1,00,000/- for mental agony and Rs. 10,000/- for litigation expenses;
   3. To direct any other relief that the Hon’ble Commission deems fit.

**PLACE: [Location]  
DATED: [Date] SIGNATURE OF THE COMPLAINANT**

**VERIFICATION:-**

I, Rishi Kant Mishra, S/o Sh. Ramakant Mishra, residing at 2800, 3rd Floor, Gali Arya Samaj, Bazar Sita Ram, Delhi-110006, do hereby solemnly affirm and declare that the facts stated above in paras 1 to [last para number] are true to the best of my knowledge and based on the records maintained by me, which I believe to be true.

Verified at [Location], on this [Date] day of [Month, Year].

**ANNEXURE OF EVIDENCE**

[List the documents being submitted as evidence]