Tajinder Pal Singh

S/o Lashkar Singh

R/o H.No. 83

Ranjit Avenue, Kapurthala

Versus

[Date]

M/s Air India

Safdarjang Airport Area

Aurobindo Marg, Satya Sadan

New Delhi110003

Subject: Complaint Regarding Deficiency in Service and unfair trade practice

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me and unfair trade practice employed by you.

I booked a flight ticket for Canada on 22.03.2021 for Rs. 73894. I received a ticket, bearing e-ticket number 0982135285799, for flight No. AI187 that was scheduled to depart from Delhi on 05.05.2021. The flight got cancelled due to COVID 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, I cancelled my ticket and requested a refund on 20.06.2021. Customer care told me that they would refund the amount within 21 working days. But more than 4 months have passed and I have not received my refund yet. I tried reaching out to you via mail multiple times, but have not received any response.

Please confirm the receipt of this complaint and inform me of the steps you will take and the tentative timeline associated with the process.

If I do not receive a satisfactory response from you within 15 days of this complaint, I shall take this matter to the appropriate consumer redressal forum.

Sincerely,

[Your Signature]

Tajinder Pal Singh