Issue No. 7 – Deficiency in service (Airline tickets)

User: I incurred extra expenses on my flight journey from the US to India due to negligent conduct of the travel agency. What should I do now?

**C: Hi, I’m your consumer grievance assistance tool. How can I help you?**

User: As per the original itinerary, my return journey from the US to India was scheduled to take place on the 15th of March, 2022. However, due to unforeseen circumstances, I had to arrive earlier than expected, so I had asked the travel agent to prepone the date of departure to 8th March, 2022. However, due to some issues with respect to the transit visa arrangements, I had to shell out an extra sum of money, and also could not reach India on time to fulfill my personal commitments.

**Chatbot**: **How much did you have to pay extra for the return journey?**

U:I was asked to pay Rs 80,000 which I paid on 04/03/2022.

**Chatbot: Okay. What is the name of the travel agency?**

User: Vista Travel Agency Private Limited

**Chatbot: Could you please share your flight details?**

User: Airline: Sunset Airlines

PNR details:

India UserSA – XXXXXX

UserSA to India - XXXXXX

Date of departure from India: - 01/03/2022

Original date of departure from the UserS: - 15/03/2022

Rescheduled date of departure from the UserS – 08/03/2022

Flight fare (India to US) – Rs 1, 05, 000/-

Flight fare (US to India) – Rs 1, 10, 000/-

**Chatbot: Did you raise the matter with the travel agency?**

User: Yes, I did. I contacted their customer care on 15/03/2022. They said there was no mistake on their side, and that they had done all that was necessary.

**Chatbot: What was the response of the airline authorities?**

User: They could not help me as the journey details were not updated in their system, so I was forced to pay an extra sum of money to the airline directly for rebooking the flight ticket. I had to pay Rs 80,000 for the same.

**Chatbot: Did you consider sending them a legal notice?**

User: Yes, I sent a notice dated 20/03/2022 to the travel agency, but never received a reply to the notice

**Chatbot: In that case, you can file a complaint before the Cosmos District Consumer Grievance Redressal Forum within a period of two years from the date of cause of action i.e 08/02/2022. You can either use the E-Daakhil portal to file your complaint, or submit a physical copy of the complaint in the commission**.

Please note that since the value of the service is less than Rs 5 lakhs, you do not have to pay any court fees, but ensure you have the following documents with you:

1. Receipt of the bookings
2. Receipt of the charges paid to the travel agency
3. Receipt for the amount paid to the travel agency towards rescheduling the return journey
4. Receipt for the amount paid towards a new flight ticket for the return journey
5. Flight tickets
6. Copy of the communication pertaining to transit visa issues, and the subsequent denial of permission to board the flight
7. Legal Notice sent to the opposite party

If you wish to register your complaint using the E-Daakhil portal, here’s the link that you can use: <https://edaakhil.nic.in/> . The portal has an instruction manual that provides you with step-by-step procedure for registering a complaint

**Chatbot: Below is the process for filing a consumer complaint in the Cosmos District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:**

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 the amount you need as compensation in the claim amount.

9. Select the state and 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 Opposite party’s details

12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.

13. Fill the complaint section by describing your grievance. Please mention the dates, if

applicable.

14. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on.

15. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.

16. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

**Chatbot: However, please feel free to let me know if you need any assistance with respect to drafting of a consumer complaint**

User: Yes, it would be really helpful if you could share a template that I could use for reference

**Chatbot: Sure, that can be done. Could you please tell me your name, age, occupation and address, and also the travel agency’s name and address?**

User: I am Bruno, and my age is 46. I work as a graphic designer. My residential address is 24/718, 4th street, Simala Nagar, Cosmos-21

Name of the travel agency – Vista Travel Agency

Address – 32, 7th street, Simala Nagar, Cosmos-40

**Chatbot: Thanks, here’s a draft complaint along with MoP (Memorandum of Parties) and Affidavit based on the information provided by you:**

[Complaint](https://docs.google.com/document/d/1K3nqUENDnw99AVsunFzUffc77cBw8z75/edit)

[Affidavit](https://docs.google.com/document/d/1rnAxrnr6sySpYQPjgSprGYhIoufGuIDS/edit)

[Memorandum of Parties](https://docs.google.com/document/d/1ZrE1EShJU7Ijf3xTlwfy3rYd5ZaREG2n/edit)

User: Thanks

**Chatbot: Is there anything else you want me to assist you with?**

User: No, thanks

**Chatbot: Welcome. Happy to help. I hope you found this conversation useful. Please feel free to contact us again in case of any queries in the future.**

Meanwhile, you can log on to <https://consumeraffairs.nic.in/> , or dial 1800-11-4000 (National Consumer Helpline) for more information.

Stay Alert, Stay Safe

Thank you