**(This hypothetical chatbot Q&A is based on CC/28/2019 from Before the District Consumer Disputes Redressal Commission, North Goa at Porvorim)**

Chatbot: Hi! I am your consumer grievance assistance tool. Kindly let me know how I can help you?

User: I have faced problem with SpiceJet Airline

Chatbot: That should not be the case. I would try to be of as much help as possible. Can you please tell me more about the incident?

User: Yes, on 12/02/2021 I had booked air tickets from Goa to Delhi for 4 passengers via Spicejet website. The PNR number was 28283855 and I paid Rs. 5,000 for the booking.

Chatbot: Do you have the ticket confirmation and payment proof?

User: Yes, I have taken printouts of the booking confirmation email and payment receipt.

Chatbot: Okay, so what happened next?

User: Shockingly, the airline cancelled all the tickets without any intimation or consent from my side. I got to know only when I called to reconfirm.

Chatbot: Did they provide any reason for the cancellation when you contacted them?

User : No, the customer care had no clue and gave no explanation on why the booked tickets were cancelled unilaterally. This caused immense harassment to me and my family.

Lawyer: That is really strange. When were you supposed to travel as per the booking?

Client: The travel date booked was 25th February 2021. I got the cancellation news just 2 days before travel.

Lawyer: Okay, and what compensation are you seeking from them?

Client: This last minute cancellation led to huge financial losses as I had to book fresh tickets at higher cost. I am seeking a refund of Rs. 5,000 for the booking amount, along with ₹20,000 as compensation for harassment and additional expenses incurred.

Chatbot: You can file a complaint before the consumer court having jurisdiction to hear the case. For that, you must first send a fifteen-day notice to Spice Jet Airlines. The same can be sent electronically or by post. Or else, you can also contact the National Consumer Helpline using the helpline number 1800-11-4000. The Consumer Helpline will give assistance regarding how you can approach the present dispute. What would you prefer?

User: I prefer sending legal notice.

Chatbot: Certainly. I will need some more information from you related to the matter. Can you please tell me the following: your full name with address, age, and occupation, and the registered address of Sony Centre in India and Goa? Further please provide details of the Television, what was the price you purchased for, the dates on which the technicians visited your house and the date of delivery.

User: Sure. My details are Ameya Gurudas Naik, Aged about 34 years, R/o H no.12, Chinchwada, Chimbel, Tiswadi,- Goa- 403006 and I am a professional Boxer. Opposite Party details are 2. The Managing Director, Spice Jet Ltd. 319, Udyog Vihar Phase IV, Gurgaon 122016, Haryana, India.

Chatbot: Thank You. I would need some more information from you related to the matter to assist you better. What is the relief that you would wish to pursue?

User: I want them to refund my ticket Rs.5,000/-, and give me compensation for Rs. 5,00,000/- as well as litigation cost.

Chatbot: Thank you for supplying the information! Please find the notice for filing of consumer complaint [here](https://docs.google.com/document/d/1KsGcHimDw2btg_bvjeCTptpL4HFBQ-eA/edit). Please note that these are templates that may require certain corrections or modifications and certain details (particularly the date and signature) will need to be filled at your end.

User: Thank you. I want to file a consumer complaint; can you guide me?

Chatbot: Sure. Since the sale consideration is for Rs. 5,000/- which is less than Rs. 50,00,000/- the complaint will have to be filed in a District Commission. You, as a complainant, reside in Tiswadi district and the cause of action arises in Tiswadi. The opposite party carries on business in Gurgoan. You have the option to file the complaint to Porvorim Consumer Disputes Redressal Commission. Where do you want to file?

User: Provorim is more convenient for me.

Chatbot: Sure. Below is the process for filing a consumer complaint at the Porvorim District Consumer Disputes Redressal Commission for the described dispute through the e-Daakhil platform:

1. Create an 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 log in 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 seek as compensation in the claim amount.

9. Select Goa as the state and North Goa as 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 in the opposite party address section The Managing Director, Spice Jet Ltd. 319, Udyog Vihar Phase IV, Gurgaon, 122016, Haryana. Select the state and district of the registered address.

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

13. In the Complaint section, write the following:

“I, had booked air tickets for travel Panjim to Delhi for 4 passengers on 12/02/2021 bearing PNR No. 28283855 and paid an amount of Rs. 5,000/- through your Spicejet website. The air tickets were canceled by you without any intimation to me or consent from my side. This has caused me immense harassment and financial loss.”

14. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name, and the opposite party, click save and continue.

15. Upload Documents: Attach your index, complaint, memo of parties, affidavit, and any other evidence you have that you intend to rely on. You'll also attach the airline's response if received.

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

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

Do you also want me to draft a complaint letter for you?

User: Yes, that would be really helpful.

Chatbot: Excellent, I've generated a pre-filled complaint for you with all the details you've provided. You can find it [here](https://docs.google.com/document/d/1zIhqGqbuGfHnYcwKmcaHYx3MsUNlaBFP/edit). Once downloaded, fill in all blank details, review and sign the complaint and verification before a notary public. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, Please.

Chatbot:  Sure. Here is a draft [affidavit](https://drive.google.com/file/d/1vYC2TqFPig0X89iHZhUA-_xTEhs5LlbA/view) and [Memorandum of Parties](https://docs.google.com/document/d/12OA6oRfBU9SLTGGFBXJ5Zvaq0hURc9zE/edit). Please print and verify the names and addresses on the memorandum of parties. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both documents should be scanned and uploaded to the e-daakhil portal. Do you have any other questions or is there more information you'd like?

User: No, that's all for now. Thanks.

Chatbot: You're welcome. If you have further questions or need more guidance later, don't hesitate to reach out. Good luck with your complaint.