

**BEFORE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM
AT CHANDIGARH**

Plot No. 5-B, Sector 19-B, Madhya Marg, Chandigarh-160 019

COMPLAINT NO. _____ OF 2018

(Name of Complainant(s)), (S/o, W/o, D/o) (Age) (Residence)

...Complainants

VERSUS

(Name of Respondent(s)), (S/o, W/o, D/o) (Age) (Residence)

...Respondents

**Complaint u/s 11 to 14 of Consumer
Protection Act, 1986 regarding
“Deficiency in Service” and “Unfair
Trade Practices” and also mental agony
& physical harassment, tension,
hindrance caused in holidays tour budget.**

MOST RESPECTFULLY SHOWETH:

1. That the Complainants are “Consumer” under the Consumer Protection Act, 1986.
2. That Complainant No. 1 purchased four (4) INDIGO AIRLINE tickets (confirmed return tickets for all the other Complainants, including himself from _____ through *Flight* _____ dated

_____ departing at _____. and from _____ through
Flight_____ dated _____ departing at _____) from the
_____ i.e.,

_____ The copies of the tickets are attached herewith as **Annexure C-1**
(Colly.).

3. That the confirmed e-tickets itinerary/receipt issued by the Respondent did not mention anything in respect to Check-in-counters and boarding gate(s) or passes in relation to the flights, the copy of the confirmed e-tickets itinerary/receipt is attached herewith for your kind information. The Complainant is the first time traveler through the plane is never supposed to assume anything except the details mentioned in the receipt as attached herewith as **Annexure C-2**.

Moreover, it is the Right to Information; the right to be informed about the quality, quantity, potency, purity, standard and price of goods or services, as the case may be so as to protect the consumer against “unfair trade practices” in the Consumer Protection Act, 1986.

4. That the Respondent _____ failed to provide the service even though the Complainant had the confirmed tickets as sold by one of its agency namely _____ dated_____).

5. That the Respondent No.1 i.e., _____ refused the Complainant to board because they arrived at the check-in-counter at around 40 minutes prior to the flight departure. Therefore due to refusal, the Complainant had to purchase the tickets of _____ of

INR_____. The copy of the tickets purchased is attached herewith as **Annexure C-3**.

6. That the Complainant is making a truthful statement on the basis of evidence available as well. Though the information through the mobile towers can show that the Complainant was at the airport almost an hour before the departure and the same can be called or brought before this Hon'ble Forum in case need arises, he states truly that he reached the check-in-counter just 40 minutes prior to the departure of the flight. Actually, the Complainant being the first time boarder through plane and also there is no information/description on the itinerary and so he is unaware of the fact that he had to report at least 45 minutes prior to the flight departure at the check-in-counters, he was just standing out of the airport premises. Moreover, the airport cameras might make it clear that the Complainant reached almost _____ prior to the departure of the flight at the check-in counters.

The copy of the e-ticket is attached herewith as **Annexure C-4**.

7. That the Complainant being so genuine and relying upon the true facts and evidence, states that _____ and its agent _____ has completely failed to provide him the services and indulged into the "Unfair Trade Practices" as per the Consumer Protection Act, 1986.
8. That the complainant has invariably brought all the facts into the notice of the respondents and even issued them the Legal Notices in order to bring justice to him but nothing fruitful is arrived at. The copies of the Legal Notices issued to the Respondents are attached herewith as **Annexure C-5 (Colly.)**.

9. That the air tickets have been purchased in the Jurisdiction of this Hon'ble Forum, the cause of action has taken place within the Jurisdiction of this Hon'ble Forum and also one of the Respondents is having its Registered Office in the Jurisdiction of this Hon'ble Forum. And even the monetary jurisdiction falls under this Hon'ble Forum's jurisdiction as the claim is for Rs. _____, hence this Hon'ble Forum is completely within the jurisdiction to try and decide the present Complaint.

10. That the complaint is being filed within limitation period as after giving the full opportunity to the respondents after duly serving them the Legal Notice on _____ and they have not replied to the Legal Notice.

11. That the requisite fee of INR _____ is attached vide Indian Postal Order No. _____ Dated _____.

12. That no other litigation or Complaint is pending before any authority in this regard on the part of the Complainant against the present Respondents.

13. It is, therefore humbly prayed that the Complaint may kindly be accepted and the Respondents _____ jointly and severely be ordered to bear the cost of the _____ as purchased by the Complainant due to the refusal of services by the Respondents.

The Complainant's bonafide interest can be traced from the fact that he was at the airport in time even as per the Telecom Service Providers details of the mobile towers, airport authority cameras, purchasing of the tickets to _____ from the _____ at the earliest

and on the same date, immediate flight after they were refused to board by the Respondents and genuine requests to the Respondents till now. Even the Legal Notices sent to the Respondents have been proved to fruitless.

And the Complainant further claims Rs._____ towards the mental agony & physical harassment, tension and hindrance caused in holidays tour budget and also the actual litigation cost Rs. _____.

Submitted by
Complainant
Through Counsel

Verification:

Verified that the content of the Complaint from Para no. 1 to 12 are true and correct to the best of my knowledge and belief and Para no. 13 is the prayer and nothing has been concealed therein.

Complainant

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COMPLAINT NO. _____ OF 2018

(Name of Complainant(s)), (S/o, W/o, D/o) (Age) (Residence)

...Complainants

VERSUS

(Name of Respondent(s)), (S/o, W/o, D/o) (Age) (Residence)

...Respondents

Affidavit of _____

I, the above named Deponent do hereby solemnly affirm and declare on oath as under:-

1. That the Complainants are “Consumer” under the Consumer Protection Act, 1986.
2. That Complainant No. 1 purchased four (4) _____, including himself from _____ through *Flight* _____ dated _____ departing at _____. and _____ through *Flight* _____ dated _____ departing at _____. from the Respondent _____ dated _____. The copies of the tickets are attached herewith as

Annexure C-1 (Colly.)

3. That the confirmed e-tickets itinerary/receipt issued by the Respondent No. 2 did not mention anything in respect to Check-in-counters and boarding gate(s) or passes in relation to the flights, the copy of the confirmed e-tickets itinerary/receipt is attached herewith for your kind information. The Complainant is the first time traveler through the plane is never supposed to assume anything except the details mentioned in the receipt as attached herewith as **Annexure C-2**.

Moreover it is the Right to Information; the right to be informed about the quality, quantity, potency, purity, standard and price of goods or services, as the case may be so as to protect the consumer against “unfair trade practices” in the Consumer Protection Act, 1986.

4. That the Respondent i.e., _____ failed to provide the service even though the Complainant had the confirmed tickets as sold by one of its agency namely _____ dated _____.

5. That the Respondent i.e., _____ refused the Complainant to board because they arrived at the check-in-counter at around 40 minutes prior to the flight departure. Therefore due to refusal, the Complainant had to purchase the _____ tickets of INR _____. The copy of the tickets purchased from the _____ is attached herewith as **Annexure C-3**.

6. That the Complainant is making a truthful statement on the basis of evidence available as well. Though the information through the mobile towers can show that the Complainant was at the airport almost an hour before the departure and the same can be called or brought before this Hon'ble Forum in case need arises, he states truly

that he reached the check-in-counter just 40 minutes prior to the departure of the flight. Actually, the Complainant being the first time boarder through the plane and also there is no information/description on the itinerary and so he is unaware of the fact that he had to report at least 45 minutes prior to the flight departure at the check-in-counters, he was just standing out of the airport premises. Moreover, the airport cameras might make it clear that the Complainant reached almost 40 minutes prior to the departure of the flight at the check-in counters. The copy of the e-ticket is attached herewith as **Annexure C-4**.

7. That the Complainant being so genuine and relying upon the true facts and evidence, states that the _____ and its agent _____ have completely failed to provide him the services and indulged into the “Unfair Trade Practices” as per the Consumer Protection Act, 1986.
8. That the complainant has invariably brought all the facts into the notice of the Respondents and even issued them the Legal Notices in order to bring justice to him but nothing fruitful is arrived at. The copies of the Legal Notices issued to the Respondents are attached herewith as **Annexure C-5 (Colly.)**.
9. That the air tickets have been purchased in the Jurisdiction of this Hon’ble Forum, the cause of action has taken place within the Jurisdiction of this Hon’ble Forum and also one of the Respondents is having its Registered Office in the Jurisdiction of this Hon’ble Forum. And even the monetary jurisdiction falls under this Hon’ble Forum’s jurisdiction as the claim is for Rs. _____, hence this Hon’ble

Forum is completely within the jurisdiction to try and decide the present Complaint.

10. That the complaint is being filed within limitation period as after giving the full opportunity to the respondents after duly serving them the Legal Notice on _____ and they have not replied to the Legal Notice.

11. That the requisite fee of INR _____ is attached vide Indian Postal Order No. _____ Dated _____

12. That no other litigation or Complaint is pending before any authority in this regard on the part of the Complainant against the present Respondents.

Place: Chandigarh

Date:

Deponent

VERIFICATION:-

It is verified that the contents of my above Affidavit are true and correct and nothing is false or concealed therein.

Place: Chandigarh

Date:

Deponent