



HELPFUL FOUNDATION – NGO
www.helpful.foundation

(Established on 21st April 2017 Year)
REGD. BY GOVT. OF NCT- DELHI UNDER The Indian Trust Act, 1882, GOVT. OF INDIA

CIVIL AVIATION COMPLAINT RESOLUTION FORM

“Helpful Foundation” performs several functions to protect and promote the interests of the victim/complainant, which aims to promote the welfare of people

Please note: After completing this form, send it to the Email at (pg@helpful.foundation)

COMPLAINT REGISTRATION NO:-
(for office use only)

To be completed by the victim, parent/guardian or close relative of the victim.

Complaint Terms and Conditions

- List of subject/topics that cannot be treated as complaints.
- RTI Matters
- Court- related or sub judice matters
- Matters related to religious belief or faith

DATE : DD / MM / YEAR

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☐ I agree that my grievance does not fall in any of the above listed categories

We only accept refusal complaints and pending cases from authorities and departments if they are less than 30 days old.

Tell Us About Yourself (*You must complete this information)

Incident State :-

District :-

Police Station :-

Complainant Name :

Gender:

Address :

District :

STATE:

PIN Code:-

Contact No.

Email Id:

Aadhar No.

Complaint Information

Date of Incident::

Location (Airport/Route):

Airline / Airport / Agency Name:

Airport of Incident: :

Ticket/PNR No.:

Flight No.:

Flight Number / Booking Reference (if applicable):

Nature of Complaint (Tick the relevant category)

	Flight Delay / Cancellation without Proper Reason or Compensation		Denied Boarding / Overbooking		Baggage Mishandling (Loss / Damage / Delay)
	Safety & Security Issue (aircraft maintenance, airport security lapse)		Poor In-flight Service / Hygiene		Misbehavior / Discrimination by Staff
	Excessive or Hidden Charges (ticket, cancellation, rescheduling)		Denial of Assistance to Disabled/Elderly Passenger		Employee / Staff Grievance (service conditions, harassment)

Other (please specify):

Description of Incident

(Provide complete details – what happened, when, where, airline/airport staff involved, and effect on passenger/complainant.)

{Please attach additional pages if necessary.}

[illegible]

Name :

Date :

Place :

Signature

Relief/Action Requested

INJURIES

Was anyone injured ?	Yes:	No:
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PHYSICAL INJURY: Use this section to discuss hat physical injuries or what physical injuries or symptoms were suffered as a result of this crime. You may want to write about the extent of the injuries, how long your injuries lasted, and if you received and / o where you received medical treatment for your injuries. If more space is required, please use additional pages.

Indicate medical treatment recived. Attachment a Doctor’s statement if you wish. Please tick

Treated at the scene only:	Treated at medical center:	Hospitalized for	days
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If Other (Please explain):

EMOTIONAL / PSYCHOLOGICAL IMPACT:

Use this section to discuss your feeling about what has happened to you as a result of the crime and how it has affected your general well- being.

Please check below the rections you have experienced (Please tick)

Loss of sleep	Lack of concentration	Fear of strangers
Marital problems	Nightmares	Fear of being alone
Anger	Loss of securty/control	No trust in anyone
Anxiety	Cry more easily	Thoughts of suicide
Serious change in appetite	Feeling of helplessness	Job stress
Family not as close	School Stress	Depression
Want to be alone	Fear	Fear of leaving

Other:

VICTIM IMPACT STATEMENT: Victim have the right to submit a victim impact statement. The “VIS” is a written, detailed account of the emotional, physical, psychological, and financial impact the crime hashed on the victim and family members. This document can be used to explains yor feeling of loss, frustration, and fear. Only you can provide this vital information. The victim impact statement has become a significant tool in the criminal justice process.

VICTIM IMPACT STATEMENT

This image shows a full page of primary-ruled paper designed for young learners. It consists of ten horizontal rows. Each row has a solid top line, a dashed midline, and a solid bottom line, all in black. The background of each row is divided into two horizontal bands: a light gray band at the top and a white band at the bottom. On the far left side of the page, there are six vertical columns of red dots, each column containing eight dots corresponding to the rows. These dots are intended to help children learn to write their names or other text in the left margin.

VICTIM IMPACT INFORMATION: To be completed by completed by the victim, parent/guardian or close relative of the victim. Please give any other information you believe is important about the effect of this crime on you and your family. Please do not relate any information about the crime itself; those facts are available already in other reports.

The information in this victim impact statement is true and correct to the best of my knowledge.

Name :

Date : _____ Place : _____

Information submitted by : (Please Tick)

Victim	Parent/Guardian	Close Relative	Other:
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Signature

Evidence Submitted

- ☐ Ticket / Boarding Pass
- ☐ Bills / Receipts
- ☐ Photographs / Videos
- ☐ Written Communication (emails, SMS, etc.)
- ☐ Witness Statements
- ☐ Other:

Write below the details of Supporting Information/Evidence Documents: (Kindly enclosed the copy)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Victim/ Complainant ID Proof , Address Proof and If any . : (Kindy enclosed the copy)

- 1.
- 2.
- 3.

DECLARATION OF THE COMPLAINANT

I, _____, S/o / Spouse of _____,

hereby solemnly and sincerely affirm as follows:

1. That the statements made and the information provided by me in the application form, as well as in all accompanying documents, are true, correct, and accurate to the best of my knowledge and belief.
2. That I have not withheld any material information, nor have I provided any fraudulent or misleading information.
3. That in the event it is found, at any stage, that any information furnished by me is false, incorrect, or fraudulent in material respects:
 - My complaint shall stand cancelled/rejected without any further reference to me.
 - I may be liable for criminal prosecution under the law.
 - I shall not be entitled to claim any legal fees associated with my complaint.
 - I voluntarily and unconditionally agree to make a donation to *Helpful Foundation, Greater Noida, U.P.* and forgo any right to initiate or pursue legal action against the Foundation in this regard.
4. I further declare that I shall not move or approach any Court of Law in respect of the above matters.

Place: _____

Date: _____

Name of the Complainant: _____

Signature of the Complainant

DISCIPLINARY DECLARATION

I, _____, S/o / Spouse of _____,
residing at _____, do hereby solemnly declare as follows:

1. That I am provisionally submitting this complaint for necessary action regarding my matter, which occurred during the year _____ at the *Helpful Foundation (a Non-Governmental Organization)*.
2. That I undertake to abide by all rules and regulations of the *Helpful Foundation* as established in the year _____ 2017 _____, as well as any rules that may come into force in the future.
3. That I further undertake to compensate the *Helpful Foundation* for any losses sustained due to my negligence or default.
4. That I am aware that any involvement on my part in actions that are in violation of the rules and regulations of the Foundation may result in punishment and/or disciplinary action against me.
5. That I further agree that all disputes, if any, arising between me and the Management/Administration of the *Helpful Foundation* shall be subject exclusively to the jurisdiction of the Courts at *Gautam Budh Nagar, Uttar Pradesh*, to the exclusion of all other courts.

Place: _____

Date: _____

Name of the Complainant: _____

Signature of the Complainant

.....FOR MEMBER OFFICE USE ONLY.....

Recive Date : _____ BY Mr./Mrs _____

Designation: _____ ID No. : _____

Place _____ Issue the Complaint No. _____

If Any Remark: _____

Submission Instructions:

- Email the filled form with attachments to: **pg@helpful.foundation**
- Or submit via NGO portal.
- All complaints are kept **confidential** under whistleblower protection.