Date: 27 February 2024

From,

Mr. E. Janardhan Reddy,

H.No.2-5, Manganur village,

Bijinapally mandal,

Nagarkurnool District.

To,

The Authorized Signatory,

NAVATA Road Transport,

Main road, Nagarkurnool town and district.

Sub: Legal Notice regarding damage to motor pump set during transit

Dear Sir/Madam,

This is to bring to your kind notice that I had purchased a MARATHIN MAK 10 HP 1440 RPMTEF Motor on 23.09.2020 for Rs. 20,750/- from Balaji Agricultural Agencies, Secunderabad. The said motor was still under one year warranty period when it developed certain defects.

I therefore sent the defective motor to Balaji Agricultural Agencies for repairs/replacement under warranty through your transport service vide waybill No. SO94101-1 dated 22.01.2021. However, your authorized representative attempted delivery of the motor on 24.01.2021, it was found to be badly damaged with base and body bent and crushed and terminal plate broken.

Upon being informed, I immediately contacted your office on 25.01.2021 and questioned about the damage caused during transit while the motor was in your custody. However, despite my complaints, your company has failed and neglected to take responsibility for the damage caused and also refused to pay me the cost of the damaged motor amounting to Rs. 20,750/-.

Due to the damage caused during transit while under your custody, I have suffered immense loss and hardship as I have been unable to carry out agricultural operations on my land.

Your actions amount to gross negligence, deficiency in service and unfair trade practice as per the Consumer Protection Act, 2019.

In view of the above, I call upon you to pay a sum of Rs. 20,750/- towards cost of the damaged motor along with interest @ 18% p.a. from January 2021 till realization, and Rs. 1,00,000/- as compensation for loss of agricultural operations, within 15 days of receipt of this notice, failing which I shall be constrained to initiate appropriate legal proceedings against you before the concerned Consumer Forum/Commission without any further notice, in which case the costs and consequences shall be entirely at your risk and responsibility.

Thanking you,

Yours faithfully,

E. Janardhan Reddy