**NOTICE**

N. Sivasubramanian

S/o A.S. Narayanan

'Lakshmi Nilayam'

TMC 2/1170, Third Street

Hari Nagar, Punkunnam P.O.

Thrissur - 680002

18th March 2023

TO,

M/s Maruthi Travels

A7, Omni Bus Stand

Sakthi Main Road

Coimbatore - 641012

M/s Redbus

No. 86, 9B Beside Muthoot Securities

Ashirwad Building, Opposite DD Vyapar Bhavan

KP Vallon Road, Kadavanthra

Cochin - 682020

IN RE: Deficiency in providing booked AC bus service from Thrissur to Chennai on 18th January 2023

Dear Sirs,

This is to bring to your kind notice that on 17th January 2023, I had booked tickets through Redbus (Booking ID XXXXXX) for travelling from Thrissur to Chennai on 18th January 2023 by an AC bus operated by M/s Maruthi Travels, paying a total consideration of Rs.4,400/- in cash.

However, the bus provided by M/s Maruthi Travels for the aforementioned journey was a non-AC bus, contrary to the booked service. Upon my complaint at the boarding point, the manager promised to arrange an AC bus from Palakkad onwards. But at Palakkad, instead of an AC bus, they provided a Maruthi Omni van to continue the journey.

Due to this deficiency in service, I reached my destination late and missed an important exam, causing me serious inconvenience, mental agony and financial loss.

I have raised multiple complaints with both Redbus and Maruthi Travels regarding this issue, but despite all my pleadings, neither of you have rectified the deficiency in service by providing a refund or compensation.

You are hereby called upon jointly and severally to:

1. Refund the full ticket amount of Rs.4,400/- paid by me

2. Pay compensation of Rs.10,000/- for the mental agony, inconvenience and financial loss suffered by me due to your deficiency in service.

Please comply with the above within 15 days from the date of receipt of this notice, failing which I shall be constrained to initiate appropriate legal proceedings against you both under the provisions of the Consumer Protection Act, 2019 at your sole risk as to costs and consequences.

Yours faithfully,

N. Sivasubramanian.