**NOTICE BEFORE FILING THE COMPLAINT**

Remadevi Amma K.K,

Aryasree, Chirakkadavu Center P.O

Chirakkadavu -686519, Kottayam District

Date: [Date]

Subject: Legal Notice Before Filing Consumer Complaint

Dear Sir/Madam,

I, Remadevi Amma K.K, residing at Aryasree, Chirakkadavu Center P.O Chirakkadavu -686519, Kottayam District was attracted by advertisement posted by you in your website to participate in the tour programme to Delhi, Kulu, Manali, Amritsar, Waga and Agra. I paid Rs.34,359/- through the account of my friend Sudharma towards the air ticket charges. Although you offered a Volvo A/c semi sleeper deluxe bus for the journey he arranged an ordinary A/c bus. Air conditioners like fan, mobile charging points and air exhausts were not working. During the rain the rain water leaked into the bus. Although you offered Kerala style food for the participants, there were 3 tamilians preparing the food during the journey. Due to the pathetic condition of the vehicle and inability of the driver the we reached Manali on 22/05/2022 at the evening and thereby dropped the sightseeing at Kulu and constrained to return to Amritsar. You directed the participants to cancel the journey to Amritsar and to proceed to Agra. So, we lost the opportunity to visit places in and near Amritsar. When we reached Delhi airport the driver of the vehicle retained the baggage of the participants and bargained for the tips.

Due to the deficiency of service committed by your travel agency the participants including us couldn’t enjoy the tour and suffered severe mental agony and hardship.

I hereby demand the following:

1. Compensation of 50,000 for the mental agony and hardship caused due to pathetic and inconvenient service on the tour against the expectations given in the advertisement.

You are hereby given a period of 15 days from the receipt of this notice to comply with the demands stated above. Failure to do so will leave me with no option but to initiate legal proceedings, including filing a complaint under the statutory provisions of The Consumer Protection Act, 2019, at your own risk, cost, responsibility, and consequences.

This notice is issued with the expectation of a prompt and fair resolution to avoid unnecessary legal actions. I trust that you will consider this matter seriously and act accordingly.

Yours sincerely,

Remadevi Amma K.K [Your Signature]