**NOTICE BEFORE FILING THE COMPLAINT**

Ancy Mary A.U.

W/o. Robin Mathew

Kocherilpongampuzha house,

Nalunakkal P.O. Vakathanam,

Kottayam- Pin – 686538

Date: [Date]

Subject: Legal Notice Before Filing Consumer Complaint

Dear Sir/Madam,

Me and my husband are working as staff nurses in Aster Hospitals & Clinics, Oman. We had come over to Kerala to visit our parents. We had booked a return ticket through Fayeda Travel and Tourism for going back on 24-09-2021 by Air-India Express at 8.05 A.M. The rate of ticket for us was 140 Oman rial equal to Rs.27,135/-. RTPCR test was to be taken within 48 hours before the journey and passengers whose test result got negative alone were allowed to travel. Me and my husband approached your hospital for the test on 22-09-2021. The sample was taken by 12 PM and the result was available by 3.20 AM on 23- 09-2021. My result was covid positive and that of my husband was negative. As my test result was covid positive and my husband had primary contact with me, we had decided to cancel the flight ticket and postpone the journey. I had no symptoms of covid. To check the veracity I underwent multiple tests. I underwent an antigen test in Paret Mar Ivanios Hospital, Puthuppally on 23-09-2021 at 12.30 PM and the test result was negative. Further I underwent RTPCR test in Dianova Laboratories, Kottayam on 23-09-2021 at 5 PM and General Hospital, Kottayam on 24-09-2021 to rule out the possibility. The result of RTPCR in Dianova laboratories, Kottayam and General Hospital, Kottayam were covid negative.

The finding of your hospital that I was covid positive on 23-09-2021 is wrong. Such an act is dereliction of duty and unfair trade practice. My husband and I could not travel as planned and we were compelled to book tickets at a higher rate.

I hereby demand the following:

1. To pay Rs. 2,18,307/- towards the financial loss incurred due to rebooking of tickets at higher rates (Rs. 76,559/-) and loss of salary for the complainant and her husband (Rs. 1,39,548/-).
2. pay Rs. 1,50,000/- as compensation for mental agony, undue hardship, and inconvenience caused.

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,

Ancy Mary [Your Signature]