**NOTICE BEFORE FILING THE COMPLAINT**

K.K. George,

Kaithavayalil House

Kappadu P.O, Kanjirappally

Kottayam District-686508,

Date: [Date]

Subject: Legal Notice Before Filing Consumer Complaint

Dear Sir/Madam,

I am a senior citizen availing your land phone services bearing land line No.04828-236465 for more than 30 years. For the last 10 years the land line service has been irregular and land phone remain the non functional since 2015. However, you were regular in issuing bills. Ever since 2015 I had made more than 50 complaints to you whenever the land line became non functional. On each complaint your technical staff temporarily resolved the issue and the same was repeated. While so on 24.04.2020 a big tree fell on the Kalaketty – Kappadu main road and BSNL landline cables were damaged. I got reliable information that you removed the land line cables permanently and they were not replaced. This is an arbitrary action without giving any notice to me. The land line remained non-functional since 24.04.2020. Despite the fact that the land line was nonfunctional you kept on sending bills regularly.

Me being a senior citizen, who depends on the land line mode of telecommunication for getting connected with his children, grand children and other relatives, is put to irreparable hardship due to the above said act.

I hereby demand the following:

1. To refund all bills paid from July 2019 onwards, during which period the service has been largely non-functional.
2. To pay compensation of Rs. 50,000.

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,

K.K. George [Your Signature]