1. “Jagrut Nagrik” (A Voluntary Consumer Association)

Through their Managing Trustee P.V. Moorjani,

Opp: LBS Vidhyalay, Nr. Prerna School,

Sangam Karelibaug Rd.,Vadodara.

1. Maulik Joitendrabhai Shah

D-52, Navnitpark Society,

Harni Varasia Ring road,

Vadodara - 390006.

[Date]

Baroda Presidency Sports Club,

Sherkhi, Neat to Podar World School,

Gotri- Sevasi Road,

Vadodara-390007, Gujarat.

Subject: Complaint Regarding Deficiency in Service and Unfair Trade Practices

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me.

This is to bring to your notice the deficient services rendered by Baroda Presidency Sports Club to me. On 12/09/2017, I paid Rs.25,000/- vide Cheque No. 952151 towards Gold Membership fee of your sports club against Receipt No. 1918 issued by your representative Mr. Akhilesh. At the time of enrolment, your representative had expressly assured the following benefits: a) Waiver of annual maintenance charges of Rs.3,000/- b) Provision of a complimentary silver gift worth Rs. 5,000/- in the first month c) Handing over all membership documents and maintenance charge waiver letter. However, after collecting the Rs.25,000/- fee, your club failed to deliver on the promised benefits and services. Despite repeated requests, your club avoided responding to my grievances. Finally, via email dated 26/03/2019 addressed to your Manager Mr. Sameerbhai Shah, I requested cancellation of membership and full refund of Rs.25,000/- paid, but there was no response from your club.

Your club's deceptive conduct of collecting money on false assurances, failure to render committed services, and avoiding all communications is a flagrant violation of the Consumer Protection Act, 2019 and amounts to deficient services and unfair trade practices. On account of your aforesaid dereliction of duty and failure and neglect to rectify the same I have suffered losses/incurred expenses which you are liable to compensate to me.

Through this legal notice, I call upon you to refund the sum of Rs.25,000/- membership fee paid with interest calculated @18% p.a. from 12/09/2017 till date of realization, Rs.10,000/- as compensation for miscellaneous costs incurred in pursuing this matter, and Rs.45,000/- as compensation for mental agony, harassment and deficient services.

In case of your failure to pay the above demanded amount within 15 days from receipt of this notice, I shall be constrained to initiate appropriate legal proceedings against your club as per the remedies available under the Consumer Protection Act, 2019. The costs of such proceedings shall be borne by your club.

Place: Vadodara

Dated: \_\_\_\_\_\_\_\_\_

Sincerely,

[Your Signature]

Jagrut Nagrik

[Your Signature]

Maulik Joitendrabhai Shah