Jagrut Nagrik (A Voluntary Consumer Association)

Through their Managing Trustee P.V. Moorjani,

Opp: LBS Vidhyalay, Nr. Prerna School,

Sangam Karelibaug Rd.,Vadodara.

Dr. V.K. Agrawal

3A Deepika Society No.01, Nr. Water Tank,

Karelibaug, Vadodara- 390022.

[Date]

Mr. Vishal Shah

B-304, Keshav Residency,

Nr. Jayratna Char Rasta, Resides Reliance Petrol Pump,

Vadodara-390001

Subject: Deficiency in service and unfair trade practice regarding advance payment for video/photography services

Dear Sir/Madam,

I am writing to formally complain about the deficiency in service and unfair trade practice adopted by you regarding the advance payment made to you for video and photography services for my son's marriage reception.

I had contacted you for video and photography work for the marriage reception of my son scheduled on 25th November 2018 at LVP, Vadodara, after finding your details on an online internet advertisement. On 1st August 2018, as a good gesture, I handed over an advance payment of Rs. 15,000/- to you vide SBI Cheque No. 129998, though you had denied taking any advance initially. However, in October 2018, I changed my mind and cancelled the said job of video/photography, and duly informed you about the same. You had confirmed the cancellation by saying "No problem". Despite multiple reminders through WhatsApp messages, emails, phone calls and a letter dated 13/08/2019, you have failed to refund the advance amount of Rs. 15,000/- paid to you. You have also avoided responding to the said letter.

By your aforesaid conduct, you have adopted deficiency in service as well as unfair trade practice causing mental agony, harassment and costs to me.

In light of the above, you are hereby called upon to refund the advance amount of Rs. 15,000/- along with interest at 9% per annum from 01/08/2019 till realisation, within 15 days from the receipt of this notice. You are further called upon to pay compensation of Rs. 10,000/- for the inconvenience caused within the same period. Failure to comply with this notice shall constrain me to initiate appropriate legal proceedings against you under the provisions of the Consumer Protection Act, 2019 at your risk, cost and consequences.

Place: Vadodara

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

Sincerely,

[Your Signature]

Dr. V.K. Agrawal