NOTICE

Date:

From,

K.Karthikeyan,

S/o. Kothandaraman,

Age: 35 years

Occupation: government teacher

No.217, West Masi Street,

Madurai – 16

To,

The Proprietor,

The Perambur Sri Srinivasa Sweets & Snacks,

No.20-5-1, Tirumala Bypass Road Near,

Leelamahal Circle,

Tirupathi – 517501.

Subject: Serving of unhygienic food containing piece of iron wire, on 07.09.200 bearing order no 22942 at your restaurant.

Dear Sir/Madam,

This is to bring to your kind notice the serious incident that took place at your restaurant, The Perambur Sri Srinivasa Sweets & Snacks, on 07.09.2020.

I visited your restaurant on 07.09.2020 with my friends and ordered 5 meals bearing order number 22942, at table no. 17-GP. Regrettably, during the consumption of the meal, a piece of iron wire was discovered in the vathalkulambu served.

Upon making this unsettling discovery, I promptly informed your supplier, supervisor, and manager, Mr. Sarangabani. Shockingly, instead of addressing the situation appropriately, your staff suggested that I discard the iron wire and continue with my meal. No alternative meals or remedial measures were offered, despite the obvious deficiency in service.

This incident raises serious concerns about the safety and hygiene standards maintained at your establishment. The lack of immediate corrective action on your part not only constitutes a clear violation of consumer rights but also poses a potential threat to the well-being of your patrons.

The incident has inflicted significant mental agony, pain, and suffering upon me, as evidenced by the attached video recording of the entire episode. This correspondence serves as a final attempt to amicably resolve the matter before escalating it to legal proceedings.

Due to the unacceptable conduct of the staff and manager at the restaurant and serving of unhygienic food:

I hereby demand the following:

1. Compensation of 50,000, this amount includes the emotional distress caused by the inadequate steps taken by you when the issue was brought to your notice and risking my life by serving unhygienic food.

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,

Sincerely,

K.Karthikeyan,

Signature