NOTICE

Date:

From,

M.Murugesan,

S/o. Muniyandi,

Aged: 35

Occupation: Cricketer

D.No.4/150, Ayyanarpuram, Chinthamani Road,

Madurai District.

To,

The Manager,

Baggage Service Unit,

Jet Airways India Limited,

Siroya Centre, Sahar Airport,

Andheri East, Mumbai – 400099

Sub: Legal Notice for deficiency in service and damages caused

Dear Sir/Madam,

This is to bring to your kind notice that I am serving this legal notice to you regarding the damages caused to my personal property during air travel on your airline.

I boarded a Jet Airways flight from Saudi to Trichy via Mumbai on 29.01.2017. Upon landing at Mumbai Airport at around 6 am, I discovered that my checked-in baggage was damaged and open. To my utter shock and dismay, I found that the Samsung LED TV which I had carefully packed was badly damaged.

I immediately approached your staff present and reported the incidence. Your staff gave me a baggage damage report vide File No. BOM9W55305 and assured that the matter would be properly investigated and I would be compensated with either a new TV or equivalent cash when I reach Trichy airport. Trusting this assurance, I handed over the custody of the damaged baggage to your staff at Mumbai airport.

However, on reaching Trichy airport, no one approached me regarding the compensation promised. I sent repeated emails to your customer care on 10.02.2017 and 12.02.2017 regarding this complaint but I have not received any satisfactory response till date.

As per the Carriage by Air Act 1972, an airline is liable for damages caused to passenger luggage in their custody. Your staff has clearly failed to properly handle and secure passenger baggage during transit. No compensation has been provided even after repeated communication from my side. This has caused severe mental agony and hardship.

You are hereby called upon to compensate me with a new Samsung TV of similar specifications or cash equivalent of Rs. 50,000 towards damages. 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.

Sincerely,

(M. Murugesan)

Complainant