NOTICE

Date: 01.01.2024

1. R.Jawahar,

S/o. Ramasamy,

Age:70 years

Mela Chinnampatti,

Kalvelippatti Post,

Vadipatti Taluk,

Madurai District.

2. G.Kannan,

S/o. Govindan,

Age:69 years

Occupation: Employee(Revenue Department)

D.No.2/691, Bharathi Nagar,

Kannanendal,

Madurai – 625014.

To,

The Divisional Manager,

Southern Railway,

Divisional Office,

Madurai – 16

Sub: Legal Notice for denying boarding in the train resulting in deficiency of service.

Dear Sir/Madam,

This is to bring to your kind notice the deficiency in service and unfair trade practices by the Southern Railway leading to denial of boarding the train from Madurai to Chennai on 20.08.2019 for which my co-passenger G. Kannan and I had booked confirmed tickets vide PNR no. 8765091230.

1. I had booked train tickets along with co-passenger G. Kannan by reservation from Madurai to Chennai for the journey date on 20.08.2019.

2. Despite submitting the correct details of name, age, etc. in the manual reservation requisition form, the reservation chart printed my name wrongly as 'Sri Murugan' instead of 'R. Jawahar' and my age as 45 years instead of actual age of 70 years.

3. Due to the mistake in the reservation chart prepared by your staff, I and my co-passenger were denied boarding of the train on 20.08.2019.

4. This caused severe inconvenience, monetary loss amounting to Rs. Rs. 50,000 towards alternative travel, and mental trauma.

5. My subsequent written complaints to your office provided no resolution to this genuine grievance.

Your actions amount to deficiency in service and unfair trade practices as per the Consumer Protection Act, 2019.

Despite multiple complaints, you have failed to acknowledge your mistake in preparing the reservation chart and refused to adequately compensate me for the monetary loss and mental trauma suffered.

Through this legal notice, I call upon you to immediately do the following:

1. Pay a compensation of Rs. 50,000 towards the mental agony, trauma and monetary loss suffered by me.

2. Provide an explanation for the deficiency in service and the reasons for not addressing my grievance appropriately.

If you fail to comply with the above within 15 days of receiving this legal notice, I will be constrained to initiate appropriate legal proceedings against you before the competent Consumer Dispute Redressal Commission to protect my rights as a consumer, claim damages and pursue other legal remedies available to me.

Your prompt action is required in this matter.

Sincerely,

R. Jawahar

(Complainant)