Name and address  
(of the trader, dealer, firm, company, etc)  
Delhi Academy of Medical Sciences Pvt. Ltd  
Through its Manager  
205, Second Floor, Grover’s Chamber,  
Pusa Road, near Karol Bagh Metro Station,  
New Delhi-110005

Subject: Coaching classes for post-graduate Medical Entrance Examination, 2021.  
  
Dear Sir,  
  
This is to bring to your kind notice that I, Snehpal Singh s/o Mukhtiar Singh, had enrolled and paid for coaching classes (physical classes) for post-graduate Medical Entrance Examination, 2021 at your esteemed institution. A total fee of Rs. 1,16,820/- was paid in two installments through a demand draft and NEFT transaction dated 13.02.2020 and 13.03.2020 respectively. The entire course was supposed to be for seven months and the classes had begun on 14.02.2020 which were discontinued from 15.03.2020 due to the Covid-19 pandemic.  
  
The said services are suffering from the following defects:  
(i) Discontinuation of physical classes without prior notice or alternative arrangement.  
(ii) Failure to provide the agreed upon service for which the full fee was charged.  
  
Despite several pleas and communications, your institute has failed to make any adequate arrangements or provide a refund, which has resulted in a financial loss and mental anguish to me. Hence, I am finally called upon to demand:  
• the removal of the said defects in the service  
• a complete refund of the price/charges paid  
• payment of compensation for the financial loss/injury/interest suffered due to your negligence.  
  
A detailed account of the financial loss and requested compensation is as follows:  
  
Refund of the fee of Rs. 1,16,820/- along with penal interest @ 18% p.a. from the date of payment of fee to the date of actual refund on account of deficiency in service;  
Litigation expenses of Rs. 50,000/-;  
Punitive damages of Rs. 3,00,000/- under proviso to Section -39(1)(d) for causing mental harassment.  
  
I kindly request a sum of Rs. 1,00,132/- to be refunded within 30 days of the receipt of this notice, failing which I shall be constrained to initiate legal action against you for redressal of my grievances and recovery of the aforesaid amount under the statutory provisions of The Consumer Protection Act, 2019, exclusively at your own risk, cost, responsibility and consequences.  
  
Place: Gurdaspur, Punjab  
Dated: [Date]  
  
(Signature of the Consumer)  
Snehpal Singh