**NOTICE BEFORE FILING THE COMPLAINT**

ABC Hotels Private Limited

Represented by its Manager

2nd Cross Street, Simala Nagar, Cosmos-60

IN RE: Deficiency of service regarding food quality and hygiene at Jeevan Nagar branch

Dear Sir/Madam,

This is to bring to your notice that I visited your Jeevan Nagar branch in Cosmos on 04/02/2022 at around 2:30 pm and ordered two sandwiches and one mosambi juice for a total of Rs. 525/-, for which I received a bill dated 04/02/2022.

The said service is suffering from the following defects:

(i) Presence of insects in the mosambi juice served

(ii) Unhygienic ambience of the restaurant

(iii) Refusal to provide refund for inferior quality food

(iv) Failure to acknowledge mistake or provide compensation

I have reported the above matter to you several times (including complaint to the manager on-site, grievance registered on your website on 05/02/2022, and attempt to contact via toll-free number) but despite all my pleadings you have not made good the defect in the services which is indeed regrettable. On account of your aforesaid dereliction of duty and failure and neglect to rectify the same I have suffered losses/incurred expenses, including falling sick with diarrhea and vomiting, requiring medical treatment costing Rs. 1000/-.

You are hereby finally called upon to:

(i) Refund the amount of Rs. 525/- paid for the food items

(ii) Pay compensation of Rs. 2000/- for medical expenses and mental agony

within 15 days of the receipt of this notice failing which I shall be constrained to initiate against you for redressal of my aforesaid grievances and recovery of the aforesaid amount such proceedings, both civil and criminal as are warranted by law, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019 exclusively at your own risk, cost, responsibility and consequences which please note.

Place: Cosmos

Dated: 10/02/2022

[Your Signature]

Ms. Gayathri

20/418, 2nd Cross Street,

Vimala Nagar, Cosmos-100