To,

The Managing Director Goa Natural Gas Pvt. Ltd.

Swami Vivekanand Road,

Alto Porvorim, Bardez, Goa - 403521

**Sub: Legal Notice seeking compensation for deficiency in service and mental harassment**

Dear Sir,

I am Mr. Sunil Dias, S/o S. Dias, a resident of Building 9, Flat 322, Kamat Royale, Caranzalem, Tiswadi, Goa – 403005 from your company on 15.10.2021 and paid a booking amount of Rs. 6,000 vide cheque no. 000094.

Despite follow-ups, your company failed to install the gas connection within a reasonable time and kept delaying it on vague grounds. This amounts to gross deficiency in service, unfair trade practices, and harassment.

When your representatives finally visited on 26.03.2022 to install the connection without any prior notice, I refused the same having already sought a refund of my booking amount from your company.

Your actions caused immense harassment and stress. I was misled with false promises and denied the piped gas service indefinitely despite making payment for the same.

I hereby call upon you to immediately refund the booking amount of Rs. 6,000 along with compensation of Rs. 25,000 for the mental harassment and agony caused, within 7 days of receiving this notice.

If my legitimate demand is not met, I will be constrained to initiate appropriate legal proceedings against your company to claim damages. You will be held responsible for the consequences.

Sincerely,

Mr. Sunil Dias