Rishi Kant Mishra,

2800, 3rd Floor,

Gali Arya Samaj, Bazar Sita Ram,

Delhi-110006

[Date]

IBIBO Group Private Limited,  
Through its Partners/Directors/Managers  
Registered Office: UG-07 (front side), TDI Mall,  
Rajouri Garden, Delhi-110027  
Corporate Office: 18th & 19th floor, Tower A, B & C, Epitome Building No. 5,  
DLF Cyber City Phase III, Gurugram-122002,

Subject: Complaint Regarding Deficiency in Service and Demand for Compensation

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me.

This is to bring to your notice the deficiency of your company in provisioning accommodation. Despite making the agreed payment and receiving a confirmation for 'Yes Boutique Hotel' in Pattaya, upon arrival, I was denied access to the hotel room due to non-receipt of payment by the hotel from IBIBO Group. This resulted in considerable inconvenience, distress, and financial loss as the Complainant had to urgently find alternative accommodation, leading to additional expenses.

I have reported the above matter to you before but despite my pleadings, you have not made good the loss suffered, 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 which you are liable to compensate to me. You are hereby finally called upon to refund of the earnest amount paid (Rs. 10,000/-), and the transportation fare (Rs. 2,000/-), along with Rs. 1,00,000/- as compensation for mental agony, and other costs incurred within 15 days of the receipt of this notice failing which I shall be constrained to initiate against you such proceedings, as are warranted by law, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019.

Place: Delhi

Dated: \_\_\_\_\_\_\_\_\_

Sincerely,

[Your Signature]

Rishi Kant Mishra