NOTICE BEFORE FILLING THE COMPLAINT

Name and address

Mahanagar Gas Ltd.

Pay & Accounts Building, Ground Floor, Bandra Kurla Complex, Bandra (E), Mumbai 400 051

Complete address

Branch Address: Luiswadi, Thane 400 607

IN RE: Excessive Gas Bill Complaint

Dear Sir/Madam,

This is to bring to your kind notice that I, Shivam Ramling Menkudle, residing at A-1/403, Neelkanth Valley CHS, Dhokali Naka, Thane (West) 400 606, had an unexpected and distressing issue with an excessive gas bill. My consumer number with Mahanagar Gas is 1100494770. Until December 2020, my monthly gas bills were approximately Rs 268 for consuming 10-12 SCM units. There is an ECS facility in place for bill payments, and I had provided a cheque of Rs 2000 as advance payment. However, in April 2021, I received a bill amounting to Rs 6650.25, which was unexpected and exorbitant compared to my regular consumption rates.

I, along with my mother, have reported this issue, aiming to seek clarification and resolve the matter. Despite our attempts to communicate and resolve this issue, there has been no action taken to address the complaint. This lack of action and consideration on your part has resulted in significant inconvenience and distress.

On account of the aforesaid issues and your failure and neglect to address the complaint, I have suffered not only financial loss but also mental anguish. Given the circumstances, you are hereby called upon to:

Correct the billing error by reassessing the consumption and charges applied,

Refund the amount of Rs 6650.25 wrongly charged,

Pay compensation for the mental harassment and inconvenience caused,

Cover the costs incurred while addressing and litigating this matter.

The sum total of compensation sought, in addition to the refund, will be determined based on further assessment and communication. You are given a deadline of 30 days from the receipt of this notice to address and resolve the issue failing which I shall be constrained to initiate proceedings, both civil and criminal, as warranted by law, aside from filing a complaint under the statutory provisions of The Consumer Protection Act, 2019 exclusively at your risk, cost, responsibility, and consequences which please note.

Kindly consider this letter as a final opportunity to amicably settle the matter failing which legal actions will be taken without further notice.

Place: Thane (West)

Dated: [Current Date]

(Signature)

Shivam Ramling Menkudle