**LEGAL NOTICE BEFORE FILING COMPLAINT**

To

ABC Travels Private Limited

Represented by its Manager

2nd Cross Street, Simala Nagar, Cosmos-60

Date: [Date]

Subject: Legal Notice Before Filing Consumer Complaint

Dear Sir/Madam,

I, Bruno (PAN Card No. xxxxx xxxxx), aged 46, residing at 20/918, III street, Vimala Nagar, Cosmos – 100, am a graphic designer working at H2O Designs Private Limited for the past seven years. On January 29, 2022, I booked a bus ticket from Cosmos to Infinity for February 3, 2022, at 10:30 am. Upon boarding the bus, I discovered a sharp object fixed to my allocated seat in the second row. Despite my concerns, the conductor assured me it was harmless but couldn't be removed. With no other options and urgent personal matters to attend to in Infinity, I reluctantly took my seat after my request for a change was denied due to full booking. Throughout the journey, I experienced discomfort, and upon reaching my destination, the sharp object tore my brand-new pants as I retrieved my luggage.

Following this incident, I immediately sought to file a grievance as directed by the conductor. I registered a complaint on February 4, 2022, through the company's website. Despite receiving an automated response promising prompt attention, I received no proper reply or consideration for compensation even after 10 days. On February 15, 2022, I contacted the company's 24/7 toll-free number, only to be met with a denial of responsibility and accusations of my own carelessness. Frustrated by this response, I sent a detailed email on February 16, 2022, explaining the incident and emphasizing my responsible behavior throughout the journey. Unfortunately, this email also went unanswered.

I firmly believe this incident constitutes a clear violation of my rights as a consumer to receive quality services for the fare I paid. It also represents a deficiency in service as defined under Section 2(11) of the Consumer Protection Act of 2019. The company's refusal to acknowledge the problem, provide proper customer service, or offer fair compensation has left me with no choice but to escalate this matter. I am entitled to remedy under the relevant provisions of the Act, and I urge the company to reconsider its position and take immediate action to rectify this situation. Their prompt attention and fair resolution of this issue would be greatly appreciated.

I hereby demand the following:

1. Pay the purchase cost of Rs 5000.
2. Pay Rs 5000 as compensation for the mental distress caused

You are hereby given a period of 15 days from the receipt of this notice to comply with the demands stated above. Failure to do so will leave me with no option but to initiate legal proceedings, including filing a complaint under the statutory provisions of The Consumer Protection Act, 2019, at your own risk, cost, responsibility, and consequences.

This notice is issued with the expectation of a prompt and fair resolution to avoid unnecessary legal actions. I trust that you will consider this matter seriously and act accordingly.

Yours sincerely,

Bruno [Your Signature]