The Manager

Air India

Having Office at

Ground Floor, Dempo House

D.B Road, Panaji Goa.

Subject: Legal Notice for deficiency of service and claim for compensation

Greetings,

This is to bring to your kind notice that I booked a two-way ticket, bearing E-ticket no. 0983898488076 of the Air India Airline on 26/02/2021. I traveled from the United Kingdom to India on 10/03/2021 and I was supposed to return to the United Kingdom on 14/12/2021. I purchased the ticket for Rs. 90,000/- (Rupees Ninety Thousand only)

My ticket was confirmed to travel back to the United Kingdom on 14th December 2021 on flight No. AI 145 at 8.00 a.m. from Goa, India to LHR-Heat through London, and the Airport Authority did not seek any other Information nor sought any documents from me till 14th December 2021.

I reported at the Airport at 4.45 am on 14/12/2021 to catch the said flight and at the check-in counter staff of Air India started requesting the immigration status and certificate of registration of overseas citizens of India from the complainant. I showed the staff of Air India at the check-in counter, my UK Residence Documentation, and my certificate of registration of Overseas Citizen of India.

However, despite showing/ producing for verification the said documents, the staff at the check-in counter for Air India did not allow me to board the flight as a result I could not travel; back to the United Kingdom and had to undergo huge financial loss and mental stress/agony.

I was required to be in U.K. to take part in the family celebration and being head of my family, I was required to be present to finalize the marriage of my son who is a resident of U.K and as such this wish of mine could not be fulfilled due to this attitude and negligence of the staff of the Air India and therefore I had to undergo mental trauma and entitled to claim compensation from the opposite party.

You failed to provide efficient services and due to the lethargic attitude of your staff I could not travel back to the U.K.

When I visited your office on 15/12/2021 to inquire about a refund, I was told by your staff that my ticket had lapsed and that I had to re-book the ticket and demanded an additional amount of Rs. 71,000/- (Rupees Seventy Thousand Only) for re-booking. However, I could not make payments immediately, and therefore I was withheld from traveling to the United Kingdom.

Owing to the unfair trade practice and deficiency in service, you are hereby finally called upon to:

1. Refund amount of Rs.90,000/- (Rupees Ninety Thousand only), towards refund of the ticket fare.
2. Compensate for the mental harassment, agony, physical torture, and financial losses suffered by the Complainant on account of the ‘Deficiency in service’ rendered by the Opponents.

Failing which, I shall be constrained to initiate proceedings against you for redressal of my grievances and recovery of the amount. I may initiate both civil and criminal proceedings as 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.

Place: Tiswadi