From,

Mr. G.D. Kirtani  
A resident of H. No. 500/19/2,

Yash Anand, Filomena Housing Society,

Alto Santa Cruz, P.O. Bambolim, Goa

To,  
The Principal General Manager

Bharat Sanchar Nigam Limited  
Goa Telecom District  
Goa Sanchar Bhavan EDC Complex  
Patto Plaza, Panaji-Goa

Subject: Legal Notice for Deficiency in Service and Mental Harassment

Dear Sir/Madam,

I am Mr. G.D. Kirtani, resident of H. No. 500/19/2, resident of Yash Anand, Filomena Housing Society, Alto Santa Cruz, P.O. Bambolim, Goa. I issue this notice to you.

1. That I am a consumer of the landline telephone services provided by Bharat Sanchar Nigam Limited (hereinafter referred to as "BSNL"). The Complainant's landline phone number is 2445533, and the value of the telephone is Rs. 5,000/-.
2. That I have been facing persistent issues with the uninterrupted functioning of the landline phone due to parallel connections installed in the house by BSNL in 2006, which were only discovered after repeated complaints and a visit by the lineman.
3. That despite my repeated requests and complaints, BSNL failed to take appropriate action to resolve the interruption, leading to mental harassment and inconvenience.
4. That I was further subjected to public abuse by the J.T.O, Mr. D’Costa, for escalating the matter to higher officials, which further exacerbated the mental harassment caused by BSNL's negligence and deficiency in service.
5. That the Cause of Action to file this complaint first arose on 03/07/2023 when I was unable to use my landline phone, then continued till the last day of making an oral complaint on 7/01/2024 however, there was no action taken.
6. I seeks compensation of Rs. 20,000,00/- for mental agony and harassment due to the deficiency of services on your part.

This legal notice is issued to you to allow you to rectify the said deficiencies and compensate me for the mental harassment caused due to the negligence and deficiency in service on your part. You are hereby called upon to pay the aforesaid compensation amount within 15 days from the receipt of this notice, failing which I shall be constrained to initiate appropriate legal proceedings against you. A copy of this legal notice is retained in our office for future reference and necessary action.

02/2024

Thanking you,

G.D. Kirtani