Date:

From,

Mr. A. Sivanupandian,

S/o Arumugam,

Age:35

Occupation: Teacher

D.No. 136, North Street,

Sinkikulam, Nanguneri Taluk,

Tirunelveli District, Tamil Nadu.

To,

The Station Manager,

Srilankan Airlines Limited,

Madurai Airport, Madurai

Subject: Legal Notice demanding compensation for lost baggage at the airport and deficiency in service

Dear Sir/Madam,

This is to bring to your notice that I,Mr. A. Sivanupandian, S/o Arumugam, Age:35, Occupation: Teacher, D.No. 136, North Street, Sinkikulam, Nanguneri Taluk, Tirunelveli District, Tamil Nadu travelled on your Srilankan Airlines flight UL139 from Colombo to Madurai on 15th August 2017 (E-Ticket No. 6034996832446, Seat No. 29E). Upon arrival at Madurai airport, I found that my checked-in baggage weighing approximately 8 kg and containing items worth Rs. 2,00,000/- was not delivered and had gone missing.

I immediately lodged a complaint regarding the missing baggage at the airport and your airline staff issued me a Property Irregularity Report (PIR). I have subsequently followed up multiple times via email on 17.08.2017, 18.08.2017 and 20.09.2017 regarding the status of my lost baggage. However, even after 5 years, neither has my baggage been returned nor have I been duly compensated for the loss and mental agony caused to me.

Your failure to return my baggage and the valuables contained therein, and not responding satisfactorily to my queries and complaints, amounts to clear deficiency in service and unfair trade practice on your part. You are liable to compensate me for the full value of the lost baggage amounting to Rs. 2,00,000/- as well as for the immense mental agony, harassment and hardship I have had to undergo over the last 5 years.

Therefore, through this legal notice, I hereby demand that you pay a total compensation of Rs. 4,00,000/- (Rupees Four Lakh only), with the break-up being Rs. 2,00,000/- towards the value of lost baggage and Rs. 2,00,000/- for the mental agony and hardship, within 15 days of receipt of this notice. If you fail to comply with the above, I shall have no option but to initiate stringent legal proceedings against Srilankan Airlines, including filing a consumer complaint before the appropriate Consumer Disputes Redressal Commission, seeking suitable compensation, costs and interest.

A copy of the relevant PIR and email correspondence is attached herewith for your ready reference. In case you have any queries, please feel free to contact me. I look forward to your prompt response and amicable resolution of my grievance, failing which I shall be constrained to take strict legal recourse against your company without any further notice.

Yours faithfully,

Mr. A. Sivanupandian,