

CONSUMER COUNSELING AND INFORMATION CENTRE

(State Consumer Disputes Redressal Commission Building)

Sector – 1, CDA Bidanasi, Cuttack – 753014

Operated By : Orissa Consumer's Association

Debajyoti Upabhokta Kalayan Bhawan

Biswanath Lane, Cuttack 753002

Ref No. : CC/ IC / 26 2019

Date : 3. 12. 19

~~REGD.~~
SPEED POST

To

The Store Manager

Brand Factory

Mission Road,

Po – Buxi Bazar,

Ps – Lalbag

Cuttack- 753002

On behalf of the Complainant,

Satyajit Sahoo

At- Machhua Bazar,

Po- Buxi Bazar, Dist- Cuttack-753001



Sub :- Notice regarding complaint received from Satyajit Sahoo.


Dear Sir,

The complaint has been received from Satyajit Sahoo regarding unfair trade practice by Brand Factory, Mission Road, Cuttack.

1. That on dated 02/10/2019 the complainant purchased some dress materials from Brand Factory, Mission Road, Cuttack.
2. The cost of the dress materials Rs. 4998/- and your shop gave a money receipt to the complaint and the complainant found that 10/- rupees has been added as additional charge for carry bag which was objected by the complainant.
3. Carry bag amount Rs. 10/- rupees and your shop has collected carry bag amounting 10/- from the complainant which is illegal. And Against the rules of the consumer protection Act as the shop cannot charge a customer for a carry bag if it has the shop name on it.
4. And your shop name printed in the carry bag is for advertisement of the company as well as the shop and forwards the cost of the carry bag collecting by Branch factory from to innocent consumer.
5. Such activities adopted by your shop clearly reflect their unfair trade practice as defined under consumer protection Act.

Therefore, you are direct to appear before the undersign personally or through your authorized representative on date 18.12.2019 to defend your case otherwise to undersign will take action as per law in your absence.

Yours faithfully,


Chief Counselor
CONSUMER COUNSELLING &
INFORMATION CENTRE
State C.D.R Commission Building
Sector-1, CDA, Cuttack-14

