NOTICE

DATED: 01 Apr 2023

To
The Management / Principal Authority
InternationalBooking@XYZ.com

Re: Booking Confirmation ID No. NN2302511884824 dated 01 May 2023 & Cancellation Confirmation Reference No. IN1510R5S034381 dated 03 May 2023

SUB: NOTICE UNDER CONSUMER PROTECTION ACT & OTHER SUPPORTING ACTS, FOR HIRING SERVICES UNDER FALSE ASSURANCE BY HIDING THE CONTENTS BY WAY OF PLAYING FRAUD UPON THE APPLICANT/CONSUMER.

Sir/Madam,

I, Mr.Ramesh s/o Sri Gopal Krishna from Bangalore hereby, serve you with the following notice:

1. That on 01.10.2023 I booked our vacation tour through your portal for TO AND FRO journey to US from BANGALORE dated 18.01.2024 and 23.01.2024 respectively, with XX AIRLINES, but by error the date of return journey from US TO BANGALORE was submitted as 23.02.2024 instead of 23.01.2024. Immediately, this error was noticed to the XX AIRLINES who suggested contacting you directly for the purpose.

2. That immediately thereafter, I made a call to the Customer Care Desk and registered my request for rescheduling and change of date in return journey from US TO BANGALORE from 23.02.2024 to 23.01.2024.

3. That through mail I made a request to make necessary changes in return journey tickets from US TO BANGALORE FOR 24.01.2024 as the services of XX was not available on the journey date at required sector, however, the site was showing vacant seats with the same fare at required sector.

4. It is pertinent to mention here, the tickets booked under the above captioned ID were under the REFUNDABLE FARE category as specifically mentioned in the Booking Confirmation Mail dated 01.10.2023 AND it was also mentioned in the E-Ticket mail dated 02.10.2023, the charges for change in tickets in a form of table. But there are lot of discrepancies in the replying mail which says that Airline does not allow any refund or change. (All documents are annexed herewith).

5. That on 04.10.2023 you replied wherein you clearly and bluntly stated that the XX AIRLINES tickets are neither Refundable nor Changeable, in other way you refused to do anything in this regard. (Copy Annexed)

6. That, immediately, I replied by reminding you that your own Booking Confirmation Mail dated 01.10.2023 specifically and clearly mentioned that the fare is under REFUNDABLE CATEGORY and further, flight schedule is changeable subject to specified charges as mentioned in your E-Ticket dated 02.10.2023 at Page No. 2
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It is again pertinent to mention here that your portal at site shows availability of both the options for REFUNDABLE FARE & FOR CHANGE IN TRAVEL DATE.
But all in vain with deaf ears.

7. That on 04.10.2023 finding no other way, ultimately, I constrained to 'try' to make a request for cancellation of entire journey as your portal does not allow cancellation for one-way journey, which you pleased to accept in a moment and promised to return back Rs. 48,420 approx. In next 5 working days in lieu of our principal amount of Rs. 65,800, that too, without any cause dictating your own verbal policy/principle. Interestingly, the cancellation/refund on tickets was earlier denied by you stating the policy of XX AIRLINES, vide your mail dated 04.10.2023 (copy annexed).

8. That very next day, i.e. on 05.10.2023, I received the credit information thereby SMS from my bankers that an amount of Rs. 37,350 has been credited by your portal after cancellation of tickets in lieu of our principal amount of Rs. 65,800 without any sufficient cause and justification.

9. That I feel cheated by your esteemed company by playing a fraud with criminal conspiracy and common intention to grab and swallow the hard earned money of customers like us by misguiding and hiding the facts and not providing the services as mentioned on your portal & mails.

In view of the above said facts and circumstances, you are, hereby, finally requested to return the entire hard earned money of the applicant customer after deducting the credited amount of Rs.37,350 on 05.10.2023 which is grabbed by you on false assurances and by making fraud, in 7 days hereof as you could not provide the services committed and assured by you in writing, more specifically mentioned in the above said paras.

Failing which I shall have no option except to approach the Consumer Forum for redressal of my grievances under the notice for recovery of remaining amount along with interest, harassment, mental agony, compensation, court expenses etc , etc all at your cost, risk and responsibilities ensuing wherefrom, besides it, Criminal Action you deserve before Police Authority for Cheating, Fraud with Malafide and Common Intention just to misguide, cheat and swallow the hard earned amount of Consumer/Applicants, all subject to the BANGALORE Jurisdiction.

Please take notice as above,
Copy kept for record and necessary action, if required.

(Signature)

[NAME]

CORRESPONDANCE ADDRESS: _____
E – MAIL: _____
MOBILE NO : _____

End : 1) Booking Confirmation Mail dated 01.10.2023
2) E- Ticket dated 02.10.2023
3) Mail denying our request for date change 04.10.2023
4) Cancellation Confirmation 04.10.2023
5) Refund Confirmation 05.10.2023
6) E-mail sent by us on 03.10.2023 at 9.30 am
7) E-mail sent by us on 03.10.2023 at 4.27 pm