

**Government of West Bengal**  
**Central Consumer Grievance Redressal Cell**  
**Consumer Affairs Department**  
**Khadya Bhawan Complex**  
**Shed No- 14, 11-A, Mirza Ghalib Street, Kolkata- 700 087**  
**Website: <http://www.wbconsumers.gov.in>**  
**Office Phone No- 033 2252 3087. Office E Mail ID- adgriv.cad-wb@nic.in**

Memo No.                      -CA/G  
CA/Estt/O/1G-47/19

Date: \_\_\_\_\_

To  
Sri. Debasis Biswas, S/O.- Sri. Sadhan Chandra Biswas, The Partner, Cancun Constructions, P.S.-IXL Building, 5<sup>th</sup> Floor, Room no. 505, Rajarhat, Chinar Park, New Town Road, Kolkata- 700 136

To  
The Concerned Authority, Bon Marque Pvt. Ltd., Astra Tower, Action Area-II C, New Town, 706, 7<sup>th</sup> Floor, Kolkata- 700 161.

**Sub:** Complaint of Sri. Dibya Bhattacharya & Sri. Mukul Bhattacharya against your organization in the matter of alleged 'deficiency' in 'service' as defined u/sec 2(1)(g) & 2(1)(o) of the Consumer Protection Act, 1986.

**Ref:** This Office Complaint Index No.15/CAD-Rest/19-20.

Sir,

In enclosing copy of complaint, as captioned in the subject above is sent to you with the request to make it convenient to attend, either in person or through your authorized representative, a tripartite meeting scheduled to be held on **29.07.2019 at 12:30 p.m.** at this Office along with your written version on the contentious issue for resolving the instant dispute through the process of mediation.

This is, however, without prejudice to any action as may be contemplated or initiated under Section 12 of Consumer Protection Act, 1986 (as amended) and/or other Laws in vogue.

Encl: As stated above.

Yours faithfully,



Assistant Director

Memo No. : 1310(2)/11(2) - CA/G

Date: 2/7/19

Copy forwarded for information and necessary action to:

1. The Private Secretary to the Hon'ble Minister In-Charge, Consumer Affairs Department, 11A, Mirza Ghalib Street, Kolkata- 700 087. This has reference to MIC's Office No. **PG-98/CAMIC/19 dated 11.04.19.**

2. Sri. Dibya Bhattacharya & Sri. Mukul Bhattacharya, 4A, Barick Lane, Amhers Street, Kolkata- 700 009. They are requested to attend the meeting as stated above with all documentary evidences in support of their representation.



Assistant Director