

*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](mailto:adgriv.cad-wb@nic.in)*

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Memo No. 1512 -CA/G  
CA/Estt/O/IG-47/19

Date. 29/7/19

To  
Sri Dibya Bhattacharya & Smt. Mukul Bhattacharya,  
4A, Barick Lane,  
Amherst Street, Kolkata- 700 009

Sub: Your complaint against 1. Sri Debasis Biswas & 2. Bon Marque Pvt. Ltd.  
Ref: - Complaint Index No- 15/CAD-Rest/19-20

Sir/Madam,

Anent above it is to inform you that on receipt of your complaint this Office took up the matter toward redressal your grievances through mediatory procedure. A tripartite meeting was scheduled to be held on 29/07/2019 at 12:30 p.m. and the Opposite Parties were requested to attend the meeting through a letter of communication which was sent to the them vide this office Memo No- 1310(2)-CA-G Dated 02/07/2019 through speed post vide consignment no-EW127072030IN & EW127072145IN As per the tracking report available at the website of the Department of India Post vide URL no- [www.indiapost.gov.in](http://www.indiapost.gov.in) the communication letter was received by the Opposite Party on 03/07/2019. But the Opposite Parties neither attended the meeting nor contacted this office toward redressal of the dispute through mediatory procedure. Hence the mediatory procedure failed due to non-cooperation of the Opposite Parties.

Hence the complainant is requested to prefer lodging statutory complaint case on the issue u/s 12 of the Consumer Protection Act, 1986 (as amended) observing prescribed formalities with Additional Consumer Disputes Redressal Forum, Rajarhat, Newtown, at premises no 38-0775, 2<sup>nd</sup> Floor, plot no- AA-IID/31/3 , Action Area II D, Kolkata- 700161 if the suit value including amount of compensation, costs etc. is within Rs. 20 lakhs or with the Hon'ble State Consumer Disputes Redressal Commission, West Bengal, if the suit value exceeds Rs. 20 lakhs but is limited to Rs. 1 crore for redressal of your grievance through adjudication

(2) You are to mention your name, complete postal address along with the name of police station as complainant/petitioner; name/designation, complete postal address along with name of police station as opposite party/Respondent; chronological points of grievance with reasons and prayer for desired relief. Photocopies of documentary evidences in support of your representation are to be enclosed.

Continue.