

Unit III

Government of West Bengal
Office of the Assistant Director,
Consumer Affairs & Fair Business Practices,
Kolkata South Regional Office,
Khadya Bhawan, Block - B, 3rd floor
11A, Mirza Ghalib Street
Kolkata - 700 087

Ph. (033) 22520105

Toll Free Help Line No.: 1800 345 2808

e-Mail: adcafbp.cad.kols-wb@nic.in

Memo. No.: 391 /KS

Date: 28 / 03 / 2025

To

Tanogho Bhawnik
32/1, Pandit Road,
Kolkata - 700029.

Sub: Your Complaint against Volkswagen Kolkata Central Showroom.

Ref: Grievance No.: 803/2025 and/or HQ Index No.:

and/or this office Index No.: CICC/RO/KS/ 48/2024-2025.

Madam/ Sir,

With reference to above, please be informed that your grievance could not be redressed through the process of mediation due to following reason(s):

7. Irreconcilability of views between yourself and the opposite party
- ☒ 8. Non-response on the part of the opposite party/ yourself
9. Any other reason(s) [Note]:

Under the circumstances, you are requested to file a formal complaint under Consumer Protection Act, 2019, if you desire so, for redressal of your grievance at the Consumer Disputes Redressal Commission, Kolkata Unit - III, 18, Judges Court Road, Tram Line Building, 1st Floor, Kolkata - 700027 (Contact No.: 033 2479 0194) or at the Consumer Disputes Redressal Commission.

You may also file your complaint online through www.edaakhil.nic.in portal. For details, you may contact toll free National Consumer Help Line: 1800-114-000 or 1915 and toll free State Consumer Help Line: 1800-345-2808 (during working days and hours).

The matter is therefore dropped and closed at this end.

Yours faithfully,

R. N. M. J. in 28/3/25
for Assistant Director

Memo. No.: _____ KS

Copy forwarded for kind information and necessary actions to

Date: _____ / _____ / 20____