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| Souvik Dutta Lane, New Town |
| Kolkota (West Bengal) - 700156 |
|  |
| 30 April 2020 |
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| **Mr. Rakesh Sharma,** |
| Relaxi Cab Manager |
| Kolkota |
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| Subject: Complaint about rude and irresponsible behaviour of the driver. |
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| Dear Sir/ Madam, |
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| I am writing this letter to express my dissatisfaction with the cab |
| services i.e., Relaxi Cab Services provided by your organization. A few |
| days Ago on 17th April, I had booked a cab to go to the airport. The cab |
| arrived 35 – 40 minutes after online booking. But the driver not only |
| arrived late but also he was rude. As I mentioned at the time of booking |
| that I needed a spacious cab but was it was too small for my luggage. |
| The driver overcharged me by Rs.200 for my luggage. As he said that |
| my luggage was too much. |
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| For the last one week I have been visiting the office of Relaxi Cab |
| Services but to no avail. On account of all the time I had wasted and the |
| treatment I had received so far was not at all good. I am writing to you |
| to request for a refund of extra money and kindly take action against |
| the driver. The name of the driver was **Gopal Pandey**. |
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| I look forward to hearing from you at the earliest. |
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| Yours Sincerely, |
| Rohit Dutta |
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