

To,
The Additional Commissioner (Enforcement) / RTO,
Transport Department,
[City/Region Name and State]

Subject: Complaint Regarding Overcharging by Private Bus Operator

Dear Sir/Madam,

I am writing to bring to your attention an instance of **overcharging by private bus operators**. During the recent booking for travel on [Date of Journey], I found that the fare charged was exorbitantly higher than the usual fare.

Section 67 of the Motor Vehicles Act empowers state governments to fix fares and freights for stage carriages, contract carriages, and other public service vehicles. Overcharging beyond the set fare structure is a violation of this act. **Overcharging may be considered an unfair trade practice under the provisions of the Consumer Protection Act.**

Details of the Journey:

- Date of Booking: [Date]
- Bus Operator Name: [Name of the Bus Operator]
- Booking App/Platform: [Name of the App or Website or Agent]
- Origin and Destination: [Specify Cities]
- Fare Charged: Rs. [Amount]
- Normal Fare (If Known): Rs. [Amount]

Supporting Enclosures :

1. Copy of Booking Receipt/Invoice
2. Screenshots of the fare on the booking app/platform (if available)
3. Proof of payment (if applicable)

The fare increase appears to exceed what could be considered reasonable for a festive period. I request you to take appropriate action against the operator/booking platform/agent involved in this instance and implement necessary measures to prevent overcharging.

Thank you for addressing this issue and helping ensure a fair fare structure for all passengers.

Yours sincerely,

[Your Name]
[Contact Number]
[Email Address]
Date :
Place :