

CENTRAL CONSUMER PROTECTION AUTHORITY

Ref: F. No. J – 25/25/2021 – CCPA

In the Matter of: Suo Moto case against Easy Trip Planners Ltd.
(herewith also referred as EaseMyTrip)

CORAM:

ANUPAM MISHRA, COMMISSIONER

Dated: 02.06.2023

ORDER

1. In continuation of order dated 19.05.2023, the hearing was held on 31.05.2023 with the Counsels Mr. Kunal Seth (Legal Head) and Ms. Julie Bahad (Senior Manager, Department of Customer Support) for Easy Trip Planners Limited. None appeared on behalf of the Airlines.

Their short submission pertaining to the pending refunds are as under:

2. The Counsels Mr. Kunal Seth (Legal Head) and Ms. Julie Bahad (Senior Manager, Department of Customer Support) for Easy Trip Planners Limited(Company) stated that as per the compliance report dated 30.05.2023, Out of the total **78 tickets** against which refunds were pending, refunds have been made to the consumers against **39 tickets**. In view of the same, the tabular data of updated status is provided herein below:

Pending from Airlines	
Airline	Pending Refunds
Air India	8
British Airways	5
Delta	4
Flynas	6
Malaysian Airlines	1
South African Airlines	2
Turkish Airlines	5
Grand Total	31

Pending from Consumers	
Airline	Pending Refunds
Air India	5
Qatar Airways	1
Saudi Airlines	1
Grand Total	7

Status	Pending Refunds
Airline	31
Closed	39
Cx	7
Yatra	1

3. As per the updated status submitted by the Company, Out of 78 pending refunds a total of 39 tickets are pending for refund, 39 bookings have been closed, 7 consumers have not approached the company pertaining to the cancelled bookings despite sending them several reminders. The pendency of Air India has been reduced from 25 to 8 bookings. The Company has submitted that they have been

pro-actively approaching the airlines to get the refunds done latest by 12.06.2023. Also the Company has sent the reminder to 31 Airlines regarding the pendency of refunds.

4. The company requested the Central Authority to schedule the next hearing on 12.06.2023 wherein they have assured that all the pendency of airlines will be completed till 12.06.2023, Based on the assurance of the Company, the Commissioner fixed the next date of hearing on 12.06.2023 wherein the airlines which fail to refund the money, will be called for the hearing. It was informed by the Company that they have not received any update from the South African Airlines.

5. After examining the reply of the company, the Central Authority issued the following directions:

- i. The company is directed to reach out proactively to the 31 airlines and to submit a detailed list of the airline wise pendency in a tabular form and submit the entire data till 12.06.2023 so that notices may be sent to such airlines afterwards. Further it may also submit the tabular sheet of details of two bookings pending from South African Airlines who have not responded till date.
- ii. The Company is directed to submit their written submission regarding detailed list of 39 consumers who have been refunded in a tabular form highlighting the details of names, contact numbers, email ids, ticket number, Travelling date & time and their travelling destination.
- iii. The Company is directed to provide the detailed list of seven consumers along with their contact details, e-mail ids, Ticket Number, Travelling date, Travelling Destination and Time of Travel in a tabular sheet. Further to expedite the progress, the Company is directed to provide the trail of e-mails sent to them regarding claim of refunds.

6. The next hearing of the matter shall be held on 12.06.2023 at 04:00 PM.



(Anupam Mishra)

Commissioner