

# 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:**

**NIDHI KHARE, CHIEF COMMISSIONER**

**ANUPAM MISHRA, COMMISSIONER**

Dated: 04.07.2023

## **ORDER**

1. In continuation of order dated 12.06.2023, the hearing was held on 28.06.2023 with the Counsels Mr. Kunal Seth (Legal Head) and Ms. Julie Bahad (Senior Manager, Department of Customer Support) who joined later in the hearing for Easy Trip Planners Limited. None appeared on behalf of the Airlines.

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

2. As per the compliance report dated 22.06.2023, 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:

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

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

<b>Status</b>	<b>Pending Refunds</b>
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 31 tickets are pending for refund while 39 bookings have been closed, 7 consumers have not approached the company pertaining to the cancelled bookings despite sending them several reminders and one is pending for refund that was booked through Yatra.

4. The Airlines wise pendency status is as follows:-

S.No	Name of Airlines	Number of Pendency	Current Status
1.	Air India	8	Passenger asking for refund after expired ticket. RA raised against the same". RA is under investigation from the airline end.
2.	British Airways	5	Airline provide the credit voucher. Escalated to mystify for refund. Still refund is pending from the airlines end.
3.	Delta	4	Passenger asking for refund after expired ticket. Mail sent to mystify for refund approval
4.	Flynas	6	Passenger asking for refund after expired ticket. Mail sent to mystify for refund approval".
5.	Malaysian Airlines	1	Ticket expired, escalated to airline for refund"
6.	South African Airlines	2	Ticket expired, escalated to airline for refund but refund is not applicable for expired tickets
7.	Turkish Airlines	5	Airline give the re-issue or credit shell option, At the same time ticket is expired same is escalated to mystify for refund.


5. While the hearing was on, CCPA through its office contacted one of the 7 consumers and enquired about the status from consumer himself. Whereas the company informed that they have approached the 7 consumers via e-mails and contact numbers regarding their refunds but nobody responded. To this it was informed by the consumer Shri Mahesh vide e-mail dated 29.06.2023 that  
*"I followed the ease my trip to get the refund amount multiple times i have raised the query to ease my trip. But always they are saying contact to airindia. After that i have*

*visited airport to get the refund amount from air india. They are saying we don't have any data to refund that amount. Please refer ease my trip only. So finally yesterday i have received the mail from ease my trip to get the refund amount. But refund amount not sending so fully they are deducting the charges from ease my trip and airlines. So i am attaching the screen shots refund amount details".*

6. The Consumer via telecom dated 28.06.2023 informed the Central Authority that he has been never approached by the Company nor received any e-mail so far regarding the refund pertaining to Covid-19. Further, he stated that he tried calling the Company & the airlines since two years but nobody responded at that time. He never received any single notification from the Company at the time of Covid-19 and afterwards.

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

- i. The company is directed to provide the copy of Refunds Policy.
  - 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 share the details of refund which has been refunded to the consumers within 48 hours of the hearing.
  - iv. Meanwhile the copy of this order to be sent to the Director General for Investigation which needs to be initiated on high priority regarding the Refund Policy pertains to non-refund of the amount charged by the Company during Covid-19 which amounts to unfair trade practice & deficiency in service.
8. The next hearing of the matter shall be held on 13.07.2023 at 04:00 PM.

  
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(Nidhi Khare)  
Chief Commissioner

  
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(Anupam Mishra)  
Commissioner