

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:

**MS. NIDHI KHARE, CHIEF COMMISSIONER
Mr. ANUPAM MISHRA, COMMISSIONER**

Dated: 29.08.2023

ORDER

1. In continuation of order dated 31.07.2023, the hearing was held on 28.08.2023 with the Counsels Mr. Kunal Seth & and Ms. Julie Bahad (Senior Manager, Department of Customer Support) for Easy Trip Planners Limited, Advocate Dheeraj Kumar Garg and Ms. Ritu Singh Mann for British Airways & Mr. Nitin Dey appeared on behalf of the Saudi Airline.

2. The counsel for British Airways submitted that

"There are 4 tickets which have been pending, PNR numbers have been shared and the airline has sent the mail to the company providing the date of refund. The refund details will be shared with the company by end of a week".

3. The counsel for Saudi Airline submitted that

"We need the NOC from passenger then we will give the refund to travel agent so that in future the passenger cannot claim the refund again as we have only detail of one passenger".

4. The Company's short submission pertaining to the pending refunds are as under:

Out of the total **11 tickets** against which refunds were pending, 6 cases have been pending from consumers side wherein the airline has asked for certain documents which is for Turkish Airline and Saudi Airline but the problem is both the bookings are made by travel agent and the travel agent is demanding money in their account but as per the airline the refund can be processed back only into the passenger's account and the agents are not agreeing on that and that is the only reason the refund is on hold for pretty long. There is one ticket pending from Yatra, 4 tickets are pending from British Airways. One ticket which is pending from Yatra in that case the passenger rescheduled the ticket with Yatra and on the rescheduled flight, the passenger did not travel. For refund pertaining to Yatra, the Company has assured the tax refund but full refund cannot be claimed by the consumer. The e-mail regarding seeking of NOC has been sent to the consumers whose refunds are pending from Saudi Airlines. Regarding refunds pending from other airlines,

consumers have received refund from Turkish Airlines as stated by the travel agent. The confirmation of receipt of refund will be taken by the consumers on duly notarized affidavit.

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

The Company is directed to submit their final compliance report highlighting the necessary steps taken by the Company to resolve all the 11 pending tickets. The pending refunds in 2021 and how much the refunds have been reduced in 2023, challenges faced by the Company, total amount refunded by the airlines and how much total refunds have been refunded to the consumers so far. The Company is at advance stage and they have assured to provide the final compliance report before 11.09.2023.

6. The next hearing of the matter shall be held on 11.09.2023 at 03:00 PM.



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Ms. Nidhi Khare
Chief Commissioner



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Mr. Anupam Mishra
Commissioner