

## 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: 31.07.2023

### ORDER

1. In continuation of order dated 21.07.2023, the hearing was held on 27.07.2023 with the Counsels Mr. Kunal Seth & and Ms. Julie Bahad (Senior Manager, Department of Customer Support) for Easy Trip Planners Limited, Mr. Shankar & Mr. Imran appeared on behalf of the Flynas airline.

2. The counsel for Flynas airline submitted that

The refunds pertaining to 6 tickets have been forwarded to the external team of the airline, 15 working days time is required to refund back the entire amount to EaseMyTrip.

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

Out of the total **39 tickets** against which refunds were pending, 19 have been closed. Out of 7 consumers, 6 have been refunded, and one consumer has not been refunded due to non availability of documents. On the pending 20 tickets airlines are working on it. The tabular data of updated status dated 27.07.2023 is provided herein below:

<b>Pending from Airlines</b>	
<b>Airline</b>	<b>Pending Refunds</b>
Air India	3
British Airways	4
Flynas	6
South African Airlines	2
Turkish Airlines	5
<b>Grand Total</b>	<b>20</b>

<b>Status</b>	<b>Pending Refunds</b>
Airline	20
Closed	19
Consumers	1

4. In view of the above submissions, the Company stated that

Regarding refunds pending from other airlines, passenger details are sought from Turkish Airlines. The other airlines are also cooperating as they have

started replying now. The Company has received a lot of replies from the airlines pertaining to pending refunds. On the basis of that the company will initiate the further action.

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

i. The Company is directed to submit their final compliance report pertaining to zero pendency before 14.08.2023. The report must highlight the nature of the pending refunds, response from the airlines, pending amount due from airlines and how much total refunds have been refunded to the consumers.

ii. The Company is further directed to comply with the directions passed by the Central Authority vide order dated 10.08.2021 and 21.07.2023.

iii. The Company is directed to issue necessary instructions to the all the pending 20 airlines to be called upon for the next hearing to submit a clarification on the status of pending bookings which have not been refunded to consumers till date.

6. The next hearing of the matter shall be held on 22.08.2023 at 03:00 PM.



(Anupam Mishra)  
Commissioner