

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: 21.07.2023

ORDER

1. In continuation of order dated 04.07.2023, the hearing was held on 13.07.2023 with the Counsels Mr. Kunal Seth & Ms. Dimple for Easy Trip Planners Limited (Company) and Ms. Harsha on behalf of Malaysia Airlines.

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

Out of the total **39 tickets** against which refunds were pending as per the tabular sheet dated 22.06.2023, refunds have been made to the consumers against **9 tickets which comprises of 6 consumers who have not approached the Company on their own but received the refund in EMT Wallet**. Out of 7 consumers, 6 have been refunded, and one consumer has not been refunded due to non availability of documents. In view of the same, the tabular sheet dated 22.06.2023 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. The tabular data of updated status dated 12.07.2023 is provided herein below:

Pending from Airlines	
Airline	Pending Refunds
Grand Total	26

Refunds made to Consumers	
Airline	Refunds
Air India	5
Qatar Airways	1
Grand Total	6

Status	Pending Refunds
Airline	26
Closed	9
Consumers	1
Yatra	1

4. The Malaysia Airline has stated that

There are 3 tickets in total out of which two tickets have been refunded and one ticket has been refunded via Agency Credit Memo (ACM) and that process has been done via 19th June, 2023 and the same has been informed to Ms. Julie (Customer Support Head) of EaseMyTrip, since the customer's card details were not provided to the airlines, the airlines has the process of giving back the refund to the agency, so out of the way the airline has taken the approval and the process it via agency credit memo and that was done on 19th June itself so all 3 passengers have been refunded. Further on 26.05.2023, request was made to the HQ and they have given the go ahead to the airlines to process the refund via agency credit memo. On 19.06.2023 the airlines has shared the final document with Ms. Julie whether the airlines asked the company for the case closure report, for that purpose Ms. Julie requested for taking some time to reply, assuming this she has initiated the refund after getting the Agency Credit Memo (ACM) so from our end nothing is pending. The last communication happened on 19.06.2023 as the head quarters of the airlines have approved the Agency Credit Memo (ACM). The Agency Credit Memo (ACM) details could be shared with the company by today itself.

5. In view of the above submission by the Malaysia Airline, the company has stated that

They asked for the complete card details from the consumers, but since no response was received from the consumer, the reminders have been sent to them, thereafter the consumer has re-scheduled the ticket with the airline.

6. As per the updated status submitted by the Company, Out of 31 airline tickets, 29 tickets are pending for refunds. Out of 29 tickets, 3 tickets of mystify airlines have been refunded and has already been deposited into the Company's bank account but the company is not able to trace that amount so far and in lieu of that the Company has mailed it to the airline regarding such issue. Out of 26 tickets, 12 airlines have denied the refund.

7. After examining the reply of the company, the Central Authority takes note of the tandy progress in refund to consumers and issued the following directions:

- i. The Company is directed to make suitable modifications on their website by way of banner or pop up prominently highlighting the step by step process for claiming refunds of cancelled air tickets on account of COVID - 19 lockdown, refund status, information required for processing refunds etc.

ii. The Company is directed to provide the option of Customer Testimonials on their website, and put a separate red coloured banner on their website which clearly highlights that “All Passengers who require refunds of their missing tickets which got booked during Covid-19 pandemic can place the request here”.

iii. The company is directed to approach consumers pro-actively by contacting them on their mobile numbers on a daily basis. In so far as those consumers who are unable to receive their refunds due to lack of financial details or missing documents, the company may make suitable arrangements by way of approaching them via social networking website like Instagram, Twitter, Facebook and LinkedIn.

iv. The Company is further directed to send text messages and personally call these consumers clearly stating that refunds against cancelled air tickets has been received from the concerned airlines and for processing the same to customers they would have to furnish their bank account details to the Company. No additional charges would be charged for receiving the refund and the Company shall ensure privacy of the financial details of the customers.

8. The next hearing of the matter shall be held on 27.07.2023 at 04:00 PM.



(Nidhi Khare)

Chief Commissioner



(Anupam Mishra)

Commissioner