

# 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: 12.06.2023

## **ORDER**

1. In continuation of order dated 02.06.2023, the hearing was held on 12.06.2023 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 12.06.2023, Out of the total **78 tickets**, 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 Company has submitted that they have been pro-actively approaching the airlines to get the refunds done latest by 15.06.2023. Also the Company has sent the reminder to 31 Airlines regarding the pendency of refunds.

3. In view of the status report submitted and the submissions made during the hearing, no progress has been done regarding the pendency of 31 airlines so far.

4. 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 along with the reasons and submit the entire data till 15.06.2023 so that notices may be sent to such airlines afterwards.
- ii. The Company is directed to cross check with the airlines regarding the reason for change of escalation matrix and on failure to respond then such airlines will be called upon on next hearing.
- iii. The Company is directed to collate the data of one booking which got booked through third party i.e Yatra Online Limited and to submit its status latest by 15.06.2023.

5. The next hearing of the matter shall be held on 28.06.2023 at 04:00 PM.

  
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(Anupam Mishra)  
Commissioner