

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: 17.03.2023

ORDER

1. In continuation of order dated 03.03.2023, the hearing was held on 16.03.2023 with the Counsels Mr. Kunal Seth (Legal Head) and Ms. Julie Bahad (Senior Manager, Department of Customer Support) for Easy Trip Planners Limited, Mr. Sarosh Damania for Qatar Airways, Mr. Yogesh Shanker for Saudi Airlines and Ms. Ritu Singh Mann(Advocate) for British Airways. 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 15.03.2023, Out of the total **78 tickets** against which refunds were pending, refunds have been made to the consumers against **18 tickets**. In view of the same, the tabular data of updated status is provided herein below:

Airlines	Count
Air France	1
Air India	6
Malaysian Airlines	2
Singapore Airlines	2
Thai	7
Total	18

As per the report, a total of **60 tickets** are pending for refund out of which **3 consumers have not provided the relevant details despite the efforts of having approached through the available contact details of consumers.** For the 57 pending tickets, the company has taken follow up with the various airlines and the same remains pending from the respective airline's end, the tabular data of 57 pending tickets is provided herein below:

Airlines	Count
Air India	26
British Airways	5
Delta	4
Emirates	1
Flynas	6
Qatar Airways	4
Saudi Airlines	1
South African Airlines	2
Turkish Airlines	5
Vistara	3
Total	57

Additionally the company has informed that they have been approached by Air India who have sought some time to go through their records to pull out the relevant tickets and assured the necessary support.

3. Counsel Mr. Sarosh Damania for Qatar Airways stated that documents of only three consumers have been received, while the documents of one consumer is still awaited. Earlier different PNR were shared in the 2 different documents. The processing of transaction time will be completed in 45 days.

4. The counsel Ms. Ritu Singh Mann(Advocate) for British Airways stated that only 1 detail was provided for 1 ticket, where the passenger has partially used one leg of journey while for the other leg it was "No Show". The refund for 1 ticket has already been refunded in 2021. Rest

of the booking were booked through Mystifly. Refund regarding pending tickets will be processed within 1 or 2 working days.

5. The counsel Mr. Yogesh Shanker for Saudi Airlines stated that tickets of the consumers have expired, therefore their follow up is in process. The airlines have assured to refund the entire amount by the end of month i.e March 2023.

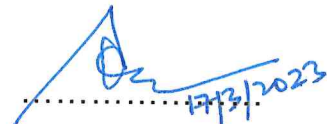
6. As it is clear from the updated status of pending refunds report provided by the company, the airlines have extended their support to cooperate regarding the pending bookings provided they get adequate information from the company.

7. After examining the reply of the company, the Central Authority directed the Company to comply with the decision of the Apex Court in Pravasi Legal Cell vs. Union of India (W.P.(C)D.No.10966 of 2020) dated 01.10.2020 and issued the following directions:

- i The company is directed to reach out proactively to the 3 consumers and resolve their refunds in 15 days.
- ii. The Company is directed to submit their written submission regarding progress in each of the 57 pending cases of refund, airlines-wise, within one week.

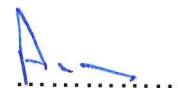
8. In case submissions as directed above in para-2 are not received before 05.04.2023, the Central Authority may be constrained to take a serious view on the matter.

9. The next hearing of the matter shall be held on 05.04.2023 at 04:00 PM.



(Nidhi Khare)

Chief Commissioner



(Anupam Mishra)

Commissioner