

CENTRAL CONSUMER PROTECTION AUTHORITY
Krishi Bhawan, New Delhi -110001

Ref: F. No. J – 25/25/2021 – CCPA

In the Matter of: Suo Moto case against MakeMyTrip (India) Private Limited (herein referred as "Company").

CORAM:

NIDHI KHARE, CHIEF COMMISSIONER
ANUPAM MISHRA, COMMISSIONER

Dated: 24.11.2023

ORDER

In continuation of order dated 20.11.2023, the Central Authority noted that out of total 223 grievances 22 grievances pertain to refunds related to cancelled air tickets belonging to COVID 19 Lockdown, however upon examination of these 22 grievances, following 2 grievances are still unresolved as the passengers did not receive any refund, the details of two passengers are as below:

- i) Mr. Niranjan Dharambhai Manubhai (Grievance Number- 1983610)
- ii) Ms. Vaishali Arora (Grievance Number- 3136256)

2. The Central Authority vide its order dated 20.11.2023 directed the Company to resolve the issue of aforementioned passengers whose refunds are pending due to cancelled tickets during covid-19 lockdown within 3 days and submit the final compliance report before 24.11.2023.

3. The Company vide its e-mail dated 20.11.2023 submitted that

a. As regards to Grievance Number 3136256, the Company confirms that a full refund of Rs 34,232 has been processed.

b. With respect to Grievance Number 1983610, the flight ticket pertains to Air India wherein the customer paid a total of INR 5562/-. The Company received a refund of Rs 4969/- from the airline on 25.03.2021. A corresponding amount of INR 5032 was issued to the customer on the same day. However, the Air India made certain deductions towards

GST/K3 Tax. Further, some deductions were made on account of service fee/booking charges. The Company submitted that a difference of Rs 524/- is processed to customer's MMT wallet. The same may be transferred by customer to their bank account at their discretion.

4. In view of the above, National Consumer Helpline (NCH) managed by Department of Consumer Affairs examined the veracity of the averments made by the Company and tried communicating with the 2 passengers whose refunds are pending but NCH vide communication dated 21.11.2023 informed the Central Authority that out of 2 passengers, one passenger did not receive the refund and the remaining passenger was not reachable on the contact number provided by the Company. The same has been informed to the Company vide communication dated 21.11.2023.

5. In response to the above, the Company in its reply dated 22.11.2023 submitted the details of two grievances are as under:

a. Grievance No. 3136256 of Ms. Vaishali Arora

The Company reached out to Ms. Vaishali Arora and received a confirmation of receipt of Rs 34232/- as well. Since the customer has now expressed her desire to have this amount sent to her bank account, the Company has initiated transfer of the amount to customer's bank account. Further, the Company has annexed a copy of the e-mail dated 21.11.2023 exchanged with Ms. Vaishali Arora.

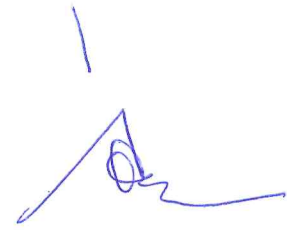
b. Grievance No. 1983610 of Mr. Niranjan Dharambhai Manubhai

The Company has attempted to reach this customer however all efforts went into vain as the contact number of the passenger was inoperative. In Pursuant to that the Company vide its communication dated 21.11.2023 informed on customer's registered e-mail id regarding the pendency of refunds. The Copy of the e-mail exchanged with the customer was also annexed by the Company along with the reply.

6. Upon examination of the response submitted by the Company, the Central Authority observed that 22 grievances registered on NCH which pertain to refunds related to cancelled air tickets of Covid-19 Lockdown has been redressed by the Company expediently.

7. Whereas, the Company has submitted vide e-mail dated 19.10.2023 that total amount of refunds processed by MakeMyTrip is Rs 978 Crores (approx) for 10,75,855 bookings out of total 10,75,918 bookings. For remaining 63 tickets pending for refund from NokScoot Airlines, Rs 47,943 as Convenience fee has been refunded to the Consumers.

8. In view of the aforesaid, since refund matters relating to all the 10,75,918 bookings worth Rs. 978 Crores (approx) and Rs. 47,943/- as Convenience fee have been settled and all these cases have been successfully closed as the Passengers have either accepted refund or have accepted credit notes for future travel, Therefore the issue stands resolved and hence the matter stands closed.



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(Nidhi Khare)

Chief Commissioner



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(Anupam Mishra)

Commissioner