

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:

**MS. NIDHI KHARE, CHIEF COMMISSIONER
MR. ANUPAM MISHRA, COMMISSIONER**

Dated: 10.11.2023

ORDER

1. In continuation of order dated 25.10.2023, the hearing was held on 01.11.2023 with the Counsels Mr. Kunal Seth & and Ms. Dimple for Easy Trip Planners Limited and Ms. Ritu Singh Mann for British Airways.

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

- i) The e-mail has been received from the Counsel of British Airways (which has pendency of 4 tickets) which stated that the airlines will send across the cheques in the name of the passengers so that the Company can further deliver it to the passengers however, it is not possible for the Company to deliver the cheques as they do not have the residential details of such passengers. Due to non-availability of such information the Company has requested the airlines to transfer the amount into the Company's Bank Account so that it can be transferred into the EMT wallet of the Company.
- ii) On request of the Central Authority the Company submitted the details of 4 passengers whose refunds are pending from British Airways due to cancelled tickets in Covid-19 lockdown. These passengers had booked the ticket from the website of the Company for trip from Barcelona to London which was scheduled for 4th April, 2020 and the tickets got issued

on 4th February, 2020. There is only one booking which includes 4 passengers and the details are as under:

- a) Mr. Narendra Phatke (E-mail: nphatke@yahoo.com)
- b) Mrs. Prachi Phatke
- c) Mr. Shreyaan Patil
- d) Ms. Aasmi Patil

3. The Counsel for British Airways submitted the following submissions as under:

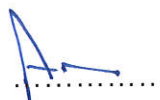
- i) The airlines has tried calling the passenger on the contact number provided by the Company but the contact number turned out to be an incorrect number. The airlines has received the feedback which stated that while making a refund to Mystify, it is noticed that these tickets were older than 12 months so the airlines has deducted 35 Euros from the actual amount paid at the time of booking and such deduction is imposed on each ticket and the balance refund was provided to Mystify.
- ii) The 35 Euros deducted is worth Rs, 2,900/- which has been deducted as administrative charges, further the airlines submitted that the legal department of the airlines will allocate the amount of pending refund from their budget and the same has been instructed to the Counsel of British Airways to issue the cheques to the travel agency. Accordingly, the e-mail has been written to EaseMyTrip to coordinate with the passengers as the contact details are with the travel agent so it is better if EaseMyTrip can try calling the passengers and can further pass on the cheques to these 4 passengers.
- iii) It is probable that these tickets are paid through 'miles' which are reward points and the amount the passenger has paid for the booking must have a tax component or administrative charges as for international travel no ticket would cost around Rs.6000/- per passenger. The Miles would have been reversed due to non travel that is why the passengers are not bothered for refund of such a small amount. Apart from these Rs.6000/- per passenger, nothing has been spent on the tickets.

4. In view of the above, the Central Authority issues the following directions:
- i) The Company is directed to submit the final closure report of all the tickets & amount refunded to Consumers since 2021 to 2023 and to provide the update on the 1636 grievances registered on NCH Platform during Covid-19 Lockdown which has been shared vide e-mail dated 19.10.2023.
 - ii) The Company is directed to pro-actively approach the 4 passengers of British Airways whose refunds are pending due to cancelled air tickets of Covid-19 Lockdown and submit a final report to the Central Authority before 20.11.2023.
5. The next hearing of the matter shall be held on 20.11.2023 at 04:00PM.



(Nidhi Khare)

Chief Commissioner



(Anupam Mishra)

Commissioner

