

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:

Mr. ANUPAM MISHRA, COMMISSIONER

Dated: 13.10.2023

ORDER

1. In continuation of order dated 11.10.2023, the hearing was held on 12.10.2023 with the Counsels Mr. Kunal Seth & and Ms. Julie Bahad (Senior Manager, Department of Customer Support) for Easy Trip Planners Limited, Ms. Ritu Singh Mann for British Airways.

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

The refund has been received by Mystify. GST refund cannot be made to the passengers. Refund will be processed to consumers after deducting GST amount only. The Counsel will clarify with the airline regarding the deducted amount which has been deducted from the actual amount and will updated the Company shortly.


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

There were two bookings pending for refund, one booking pertains to voucher from Saudi Airline and another booking pertains to British Airways which was issued through Mystify. In Mystify, the Company has cross-checked with the accounts team, The Company has received the refund with penalty, the company did not receive the full refund. The case is still unresolved. Unless and until the company receives the full refund, they won't be able to release the amount. Following up with British Airways is in the process. For another bookings which pertains to Saudi Airline, the airline is already coordinating with the passenger as the passenger is looking for the refund in monetary form not in the form of voucher. In the instant case, the ticket is already expired, As per the conversation with the sales person, they are trying to coordinate with the person and trying to pacify the passenger as

they do not have the contact details of passenger, the booking is done via third party. Once the passenger agrees for the voucher, then passenger will be able to use that voucher for a future booking with a validity of one year. For British airways the company has received only partial refund. Once the company receives the full refund then this case will be closed. The Company has received the refund details from British Airways & Mystifly on 12.10.2023 and the same has been forwarded to the accounts team of the Company. It requires some time to process it. The refund received by the Company is actually the lesser amount as compared to the paid amount which has been deposited by the passengers at the time of booking.

4. After examining the reply of the company, the Central Authority issued 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.
 - ii. The British Airways are directed to submit their final compliance report highlighting the necessary steps taken by the them to resolve the pendency of one booking which includes 4 passengers.
 - iii. The Company is directed to share the final compliance report before 18.10.2023.
5. The next hearing of the matter shall be held on 18.10.2023 at 04:00 PM.



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Anupam Mishra
(Commissioner)