

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/Company)

CORAM:

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

Dated: 21.11.2023

ORDER

1. In continuation of order dated 10.11.2023, the hearing was held on 20.11.2023 with the Counsels Mr. Kunal Seth 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) There were total 1,87,139 bookings which were affected due to Covid -19 Lockdown which amounts to Rs. 2,32,74,55,223/- and this amount has been refunded to Consumers. Further, the Company has uploaded a link on their website through which any customer can claim their refund in future.
 - ii) The Central Authority shared the list of total 1636 grievances registered on NCH Portal with the Company and upon examination of these grievances, the Company found that out of the total 1636 grievances registered on NCH Portal for the period of 1st January 2020- 30th September 2022, 1444 grievances have been resolved wherein 731 grievances pertain to the year 2020 (Covid-19 Lockdown) have been refunded to the Consumers.

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

EaseMyTrip sent the bank details of 4 passengers whose refunds were pending due to cancelled tickets of Covid-19 Lockdown. The airline has directly issued the cheque in favour of Mr. Narendra Phatke with an amount worth Rs. 11,614/- and this amount would be deposited into the HDFC Bank Account of Mr. Phatke.

4. In view of the aforesaid, since refund matters relating to all the 1,87,139 worth Rs. 2,32,74,55,223/- bookings 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.



(Nidhi Khare)

Chief Commissioner



(Anupam Mishra)

Commissioner