

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: 11.10.2023

ORDER

1. In continuation of order dated 29.08.2023, the hearing was held on 06.10.2023 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 & Mr. Nitin Dey appeared on behalf of the Saudi Airline.

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

a) There is only one booking (that includes 4 passengers) which is pending with British Airways, credit notes are generated, e-mail from Mystifly has been received and the same has been sent it to British Airways Head Quarters for clarification that why the amount is not reflecting in the accounts of EaseMyTrip.

b) After DGCA notification dated 07.10.2020, the airlines offered all the options to refund to the consumers, the airlines came up with their own policies to ensure that the passengers did not lose their money including offering credit vouchers and re-schedule of their bookings.

c) During that time many passengers utilized the tickets and re-scheduled their bookings and even after that most of the airlines has their cut-off date till September 2022 wherein the airlines posted on their websites the notification pertaining to utilization of these tickets by 30th September 2022 but if the passenger chose to forego that money, then such passenger should not be categorized in the same bracket in comparison to the passenger who is keen on taking the refunds.

3. The counsel for Saudi Airline submitted that

The confirmation date of issuance of voucher pertaining to 1 booking will be shared at earliest. The amount of that booking is INR 24,000 which belongs to 1 passenger.

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

a) Out of the total 11 tickets against which refunds were pending as on last date of hearing dated 29.08.2023, rest of the 10 tickets have been refunded, only one pendency pertains to British Airways (that includes 4 passengers). It is a case of Mystifly as the reference id through which refund will be made belongs to Mystifly, As per the last hearing the counsel for British Airways was supposed to share the refund details with the Company, thereafter the Company has received the refund details but unfortunately the refund amount is neither reflected in the company's account nor into the account of Mystifly, the issue has been shared with British Airways and currently the company the response of British Airways is awaited.

b) In the case of Saudi Airline, the company has received the refund in the form of voucher so the consumer has been provided the opportunity of utilizing the voucher for the future booking and the validity of that voucher is of one year from the date of issuance of this voucher. The Company is trying to approach the passenger via telecon and e-mail as the company is meanwhile awaiting the response of Saudi Airline so that the consumer can utilize the voucher as per the time allotted by the airline. Without complete details, the company cannot the approach the passenger. Once the details are received, the same shall be passed onto the passenger. The details of the passenger will be shared with the Central Authority on e-mail. Full refund will be made to the passenger without any cancellation charges.

c) There is one booking which includes 5 passengers pending from travel agent i.e. AiRnWingS, and as informed in the last hearing also the travel agent is coordinating with the airline directly and the travel agent has denied to share any information with the company because the airline has denied to give the amount to the third party and booking registered e-mail id is with the travel agent only. The travel agent has given the amount to the passenger and same has been confirmed by the passenger. So according to the airline, the case has been closed and on the basis of this information the company has closed this case by documenting it with the travel

agent. The same has been informed to (Mr. Ajit from) AiRnWings on e-mail. The booking pertaining to Yatra has been already closed.

d) Rest of the 10 bookings have been closed by the Company. Further, the company has requested to grant them some time to pull out the details of total amount refunded to consumers from 2020- 2022. Further, the data regarding the total amount refunded to consumers in the year 2023 will be shared by the Company shortly.

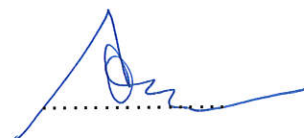
5. After examining the reply of the company, the Central Authority issued the following directions:

i. The Company and 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.

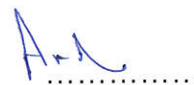
ii. Further, the Company is directed to provide the detailed list of tickets & refunds pending in 2021, tickets & amount refunded in 2021, 2022 and 2023.

iii. The Company is directed to share the final compliance report before 12.10.2023.

6. The next hearing of the matter shall be held on 12.10.2023 at 04:00 PM.



Ms. Nidhi Khare
Chief Commissioner



Mr. Anupam Mishra
Commissioner

