

**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: 25.10.2023

**ORDER**

1. In continuation of order dated 13.10.2023, the hearing was held on 18.10.2023 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:

Each of these tickets were worth Rs 6000 out of which Rs 3000 has been refunded and some amount worth Rs. 2,900 remains pending. The airline has been requested to refund the pending amount from another budget head. The total amount comes to some Rs. 12,000. The written confirmation from British Airways is still awaited. As soon as the Company will provide the passenger details then refunds will be made directly to the passengers. The financial department of British Airways is very complicated due to which the airline is taking a long time to process the refunds.

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 Mystifly. For Saudi Airline, only voucher will be provided as the airline has declined for the direct refund. For British Airways, the ticket has already expired as it is an old ticket, further the history of ticket is untraceable as it can only be accessed by the airline itself. The Company has already informed the status of this ticket to the airline but no update has been received from the British Airways. It is also requested

to the Central Authority to share the list of grievances registered against the Company during the time of Covid-19 Lockdown on the NCH Platform so that the update on these grievances will be provided before the next date of hearing.

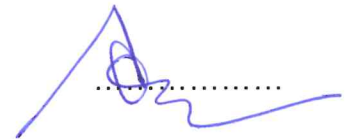
4. After examining the reply of the company, the Central Authority issued the following directions:

i. The Company is directed to submit the final closure report of all the tickets & amount refunded to Consumers since 2021 to 2023 and to provide the update on the grievances registered on NCH Platform.

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 01.11.2023.

5. The next hearing of the matter shall be held on 01.11.2023 at 04:00PM.



(Nidhi Khare)

Chief Commissioner



(Anupam Mishra)

Commissioner