

CENTRAL CONSUMER PROTECTION AUTHORITY

Ground Floor, CCPA Wing, Indian Institute of Public Administration, IP Estate, Ring Road, New Delhi
- 110002

Ref: F. No. F- 25/25/2021 - CCPA

In the matter of: In suo moto case of EasyMyTrip Planners Pvt. Ltd.

Dated: 10.8.2021

ORDER

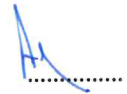
1. The Opposite Party was heard through VC on 8.07.2021 and on the said date it was submitted that they being an intermediary they are dependent on the airlines to refund the booking amount so that it could be passed on to the concerned consumer. It was submitted that most of refunds are pending with Air India, Indigo, Thai Airlines. Highlighting the same the Opposite Party, submitted that out of the approx. 16,000 bookings of Air India during the lockdown period around approx. 12,000 refund are still pending.
2. It was further submitted that they have customer centric approach and they have approached several airlines on behalf of their customer for expediting the refund process and we process the refund is possessed as and when received from the airlines.
3. Subsequently, the Company has submitted its written submission dated 16.7.2021. The Company is to comply with the following:-
 - i. In so far as those customers who are unable to receive their refunds due to lack of financial details, the Opposite Party may make suitable arrangement by way of sending SMS or calling to these customers clearly stating that refunds against cancelled air tickets has been received from the concerned airlines and for the same the customers, if required, would have to furnish their bank account details to the Opposite Party. No additional charges would be charged for receiving the refund and the Opposite Party shall ensure privacy of the financial details of the customers.
 - ii. The Opposite Party is requested to submit their written submission at the earliest stating the steps taken by them for expediting refunds and their future course of action, how many refunds against cancelled air tickets are still pending due to non-refund from concerned airlines, how many refunds have been processed till date, numbers of refunds which were unable to be processed as the customers have not responded.

- iii. The Opposite Party should also make suitable modifications on their website by way of banner or pop up prominently highlighting the step by step process for claiming refunds of cancelled air tickets on account of COVID - 19 lockdown, refund status, information required for processing refunds etc.

The Opposite Party is requested to file its status report within 2 weeks of receipt of this order.



(Ms. Nidhi Khare)
Chief Commissioner



(Mr. Anupam Mishra)
Commissioner