

CENTRAL CONSUMER PROTECTION AUTHORITY

Ref: F. No. J – 25/25/2021 – CCPA

In the Matter of: Suo Moto case against Cleartrip Pvt. Ltd.(herein referred as "Company")

CORAM:

**NIDHI KHARE, CHIEF COMMISSIONER
ANUPAM MISHRA, COMMISSIONER**

Dated: 10.11.2023

ORDER

1. In continuation of order dated 06.11.2023, hearing was held on 09.11.2023 with the Counsels, Mr. Chirag Karia (Legal Head) and Ms. Priya (Head & Vice President of Customer Support Team) for ClearTrip Pvt. Ltd. (Company) and Ms. Ridhima Sharma (Advocate) external counsel from JSA Law Firm over VC.
2. The Counsel Ms. Ridhima Sharma representing ClearTrip stated that they have shared the updated excel sheet regarding the 2130 grievances registered on NCH with the Central Authority vide e-mail dated 09.11.2023.
3. Meanwhile, Mr. Chirag Karia representing ClearTrip stated that they are the convergence partner on NCH and as per the information mentioned in the updated excel sheet the Company will let the Consumers know about the status of refunds and accordingly will close it on NCH portal. Further, the Airlines have not submitted the refund amount. Out of 2120 grievances, 600 grievances pertain to those Consumers who received nil refund. The Company shall submit the data of these consumers by adding another column highlighting the amount involved during the booking of ticket and how much amount has been refunded by the Airline and thereafter the amount refunded by the Company.
4. In view of the above, the Central Authority issues the following directions:
 - i) The Company is directed to submit the updated tabular sheet with a separate column highlighting the case wise amount involved, amount

refunded by Airlines and amount refunded by the Company regarding the 2120 grievances registered on NCH Platform during Covid-19 Lockdown.

- ii) The Company is directed to pro-actively approach the 600 passengers of ClearTrip who have not been refunded any amount pending due to cancelled air tickets of Covid-19 Lockdown.
- iii) The Company is directed to provide the contact details of those passengers who have been fully refunded and if the Company requires any support from NCH regarding these grievances then the same shall be coordinated with the team of NCH in processing the refunds in order to submit a final report to the Central Authority before 16.11.2023.

5. The matter is now listed for hearing on 16.11.2023 at 3:00 PM.



(Nidhi Khare)
Chief Commissioner



(Anupam Mishra)
Commissioner