

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")

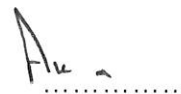
CORAM:

ANUPAM MISHRA, COMMISSIONER

Dated: 06.11.2023

ORDER

1. In continuation of order dated 20.10.2023, hearing was held on 26.10.2023 with the Counsels, Mr. Chirag Karia (Legal Head) 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 ClearTrip has certain clarification regarding the 2130 grievances registered on NCH which has been shared with the JSA Law Firm.
3. Meanwhile, Mr. Chirag Karia representing ClearTrip stated that the Company is working on the NCH Data which has been shared by the Central Authority. The Company has checked the status of all the grievances and it is submitted that all cases are closed. However, the data does not have the e-mail ids of consumers so the Company has requested for 10 days time to collate the entire data of Consumers and shall submit the updated data on next date of hearing i.e. 09.11.2023.
4. Therefore, the Company is directed to submit the updated status of 2130 grievances registered on account of non-refund of cancelled air tickets during Covid-19 lockdown and submit the final compliance report on 09.11.2023.
5. The matter is now listed for hearing on 09.11.2023 at 3:00 PM.



(Anupam Mishra)
Commissioner