

CENTRAL CONSUMER PROTECTION AUTHORITY

F. No. CCPA/2/29/2024-CCPA

In the Matter of: Suo Moto case against **Zomato Media Private Limited** (herein referred as 'Company').

CORAM:

NIDHI KHARE, CHIEF COMMISSIONER

Dated: 16.10.2024

ORDER

1. This matter is a Suo Moto Case initiated by the Central Consumer Protection Authority. Based on the grievances lodged at National Consumer Helpline regarding non refund of amount by the Company, the Central Authority has initiated a preliminary inquiry in the matter. During the course of inquiry, it was found from the data provided by the NCH that many grievances have been lodged relating to **non-refund of amount paid by consumers and deficiency of services**, wherein the consumers have alleged that the Company has neither responded to their query nor refunds have been done till date.

2. As per the data shared by National Consumer Helpline (NCH) for the period of 1st April 2023 to 30th April 2024, 731 grievances are still pending for resolution which are as under:

Zomato Media Private Limited - 1st Apr'23 ~ 30th
Apr'24

S. No.	Grievance Status	Count
1	Disposed Off by NCH	6359
2	Closed by Consumer	848
3	Pending	731
Grand Total		7938

3. In view of the above, CCPA issued Notice dated 04.07.2024 to the Company for alleged deficiency in services and unfair trade practices.

4. The Company submitted their response dated 02.09.2024 wherein they failed to provide the tabular sheet highlighting the updated status of 7938 grievances registered

on NCH. Further, the Company has failed to furnish the contact details of grievance officer on their e-commerce platform as per Rule 4(2)(d) of the Consumer Protection (E-commerce) Rules, 2020.

5. The Central Authority heard the submissions of the Company through video conference held on 14.10.2024 and issues the following directions:

- a. The Company is directed to submit the updated status of 7938 grievances (docket no. Wise) registered on NCH for the period of 1st April 2023 to 30th April 2024 in a tabular sheet.
- b. The Company is directed to submit its compliance report within 15 days of issuance of this order.
- c. DG (Investigation) CCPA is directed to conduct an investigation on the identified issues under para 2 & 4 and submit its report to the Central Authority within 30 days from the date of receipt of this order.



(Nidhi Khare)

Chief Commissioner