

Fwd: Re: Cheating and Fraud By Choco Bay at Delhi Airport T1 and Ferrero Rocher Chocolate company

SA Secretary AERA <secretary@aera.gov.in>

Mon, 03 Feb 2025 9:55:12 AM +0530 •

To "RAM KRISHAN" <director-ps@aera.gov.in>, "rajan gupta" <rajan.gupta1@aera.gov.in>

===== Forwarded message =====

From: Manish Agarwal <ma.agarwalgroup@gmail.com>

To: "TRS Feedback" <feedback@travelretail.in>

Cc: <feedback.igairport@gmrgroup.in>, "Ajeet Kumar Singh" <AjeetKumar.Singh@gmrgroup.in>, "Harmeet Grover" <harmeet.grover@travelretail.in>, <info@aera-ip.com>, <secretary@aera.gov.in>, <director-legal@aera.gov.in>

Date: Sat, 01 Feb 2025 16:32:38 +0530

Subject: Re: Cheating and Fraud By Choco Bay at Delhi Airport T1 and Ferrero Rocher Chocolate company

===== Forwarded message =====

Dear AERA,

Please don't allow

Delhi airport plans to implement a differential tariff structure.

After having cheated at Delhi Airport, T1 terminal am investigating all GMR group Airport Purchases and Government Enquiries and will soon present various evidences.

Besides they are earning huge revenue from Shops and Malls allowing them to cheat customers. If Airport revenue and operating cost is high and not feasible, why they increased their stake to 74%.

Please keep on hold any permission.

On Sat, 1 Feb 2025, 4:20 pm Manish Agarwal, <ma.agarwalgroup@gmail.com> wrote:

Dear Sir,

As informed you earlier we shall fight the case through consumer court. Regarding the product repeated poor quality we shall write to Ferrero group.

Our main complaint to AAI and GMR is why they are preventing people to file case by allowing goods sold in Delhi Airport are being subjected to Mumbai Jurisdiction. Tomorrow Ferrero will tell goods sold in India are subjected to USA jurisdiction. Why this is allowed and I don't know how many thousands of dissatisfied customer has been prevented from going to court.

Obviously no person will fly to Mumbai to fight a court case. Besides 7 days return policy is too short for domestic airport store. Will we fly specially to return the goods incurring 20-30 thousand expenditure. Hence we ask GMR and AAI why this favouritism to Chocobay. And I also read this year Choco Bay given a award at T1 terminal with these policies. Isn't it strange.

Which researching about T1 terminal Delhi, we read about several complaint about another shop named Relay. I request everyone attached with this email, please share the email id of that company so that we can share with them their actual feedback so that future customers are not cheated.

I will write to Ministry of Civil Aviation against GMR group as I think they are more responsible than Choco Bay by favouring this shop. I read some where they have purchased 74% of Delhi Airport. I think ED should interfere because now customers like me are being cheated openly.

Regards,

A cheated Customer

On Sat, 1 Feb 2025, 4:08 pm TRS Feedback, <feedback@travelretail.in> wrote:

Dear Mr. Agarwal

Greetings from Travel Retail Services!

Thank you for your email! Just a quick reminder, it would be greatly appreciated if you could provide us with a copy of your bill so we can investigate further and proceed accordingly.

Regards

Customer Service Team

From: Manish Agarwal <ma.agarwalgroup@gmail.com>

Sent: 31 January 2025 16:45

To: TRS Feedback <feedback@travelretail.in>

Cc: feedback.igairport@gmrgroup.in; Ajeet Kumar Singh <AjeetKumar.Singh@gmrgroup.in>; Harmeet Grover <harmmeet.grover@travelretail.in>

Subject: Re: Cheating and Fraud By Choco Bay at Delhi Airport T1 and Ferrero Rocher Chocolate company

You don't often get email from ma.agarwalgroup@gmail.com. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir,

I am not fighting this issue for my personal refund / exchange now. That I will fight in consumer court. I offered to show your Airport staff soft copy of the bill but they were insisting on bringing that product back within 7 days. First of all if a product is infested , it needs to be discarded immediately to prevent any infection through touch , air. Secondly 7 days return policy is too short a period.

Besides you , as expected are denying your staff statement on the product. That we will followup with the brand. They owe an explanation. Don't think Airport consumer don't have any rights. You might have support of some AAI staff but we shall approach ministry of Civil Aviation.

I am now highlighting 7 day exchange policy and Goods sold in Delhi have Mumbai jurisdiction.

This is exploiting the consumer and unconstitutional which AAI should take note of.

Thanking You,

On Fri, 31 Jan 2025, 4:34 pm TRS Feedback, <feedback@travelretail.in> wrote:

Dear Mr. Agarwal

Greetings from Travel Retail Services!

To help us thoroughly investigate the matter and provide you with a solution, could you please share a copy of the bill, transaction details, or proof of purchase with an aim to ensure your satisfaction. We'll be able to proceed with the investigation once we have the necessary information.

For the record, no statement has been given by any of our staff members nor has there been any reported complaint for the mentioned brand.

Happy to help!

Regards

Customer Service Team

From: Manish Agarwal <ma.agarwalgroup@gmail.com>

Sent: 28 January 2025 09:37

To: Giovanni.Ferrero@ferrero.com; luigi.romano@ferrero.com; consumerrelations.fercan@ferrero.com; TRS Feedback <feedback@travelretail.in>; nocchq@aai.aero; pgofficerchq@aai.aero; gmvig@aai.aero; feedback.igiairport@gmrgroup.in; indranil.shende@ferrero.com

Subject: Re: Cheating and Fraud By Choco Bay at Delhi Airport T1 and Ferrero Rocher Chocolate company

You don't often get email from ma.agarwalgroup@gmail.com. [Learn why this is important](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir,

Few months ago my daughter bought a box of Ferrero Rocher from Chocobay (T1 Terminal Shop) consuming which she got food poisoning. After careful examination, we found the chocolate was stale and infested.

The shop Chocobay has no website, FB or insta pages hence we found hard to contact them. They have just a email id on the back of their invoice so no one noticed it, that too in name of travel mart , which at initial glimpse seems like an advertisement. Yesterday when I was in T1 terminal and I contacted them they told us 3 alarming facts:

- 1) They have a 7 days return policy. So a traveller belong to outside state will have to specially travel to Delhi airport for exchange within 7 days.
- 2) All their disputes will be under mumbai , jurisdiction. So goods sold in Delhi Airport will be under Mumbai jurisdiction. What AAI is doing ?
- 3) They told these days there are frequent complaint in Ferrero Rocher chocolate and they received 100s of negative feedback regarding the product last year. This is alarming. First if the product is having so many complaints, why they are selling it. Besides why is Ferrero Rocher selling stale , infested product in India. Will they sale similar inferior product in Europe, USA or Singapore. Since the store people testified it , it must be true.

Hence we request AAI to immediately conduct an enquiry into operation of CHOCO BAY. How they are selling inferior product and illegally imposing Mumbai jurisdiction to Delhites. Why

they sold Ferrero Rocher when as per them they are receiving 100s of complaints. My daughter got sick consuming those chocolate.

Please look into the issue else I will escalate to Ministry of Consumer Affairs , FSSAI , other chocolate company like Nestle , Cadbury, Amul etc. Now I am not fighting this battle for my own refund or gain. Yesterday after interacting with Chocobay staff at Delhi Airport T1 terminal I understood it's a big scam. So I have destroyed all my paper , invoice so this fight never gets personal but for welfare of general people at large. Those staff told AAI official at T1 terminal will not take any action. How they have such confidence. When I researched AAI officials have awarded them. How a store in Delhi Airport selling inferior product and asking people to go to Mumbai court for justice get award in Delhi Airport.

I am attaching Choco Bay / Travel Retail Industry staff testimonials that the company is fraud. What more proof anyone needs.

Ferrero Rocher please reply.

Presently I am only writing to AAI and ministry of civil aviation.

Thankyou

A Cheated Customer
Phone: 9339190180

CC : AAI public greiviences, vigilance , nodal officer
