

Order dated 3rd December, 2020

Re: Complaints against Playing 11

The Ombudsman received a number of complaints against Playing11 since starting of November, 2020. All the complaints received by the Ombudsman were forwarded to Playing11 and response was sought from Playing11 in respect of the complaints filed against Playing11.

The issue raised by all the users was that Playing11 had not credited the winning amounts due and payable to them in their accounts despite the users writing to Playing 11 time and again.

Playing 11, in response to the Ombudsman's notice confirmed to the Office of the Ombudsman in the video conference held on 21st November 2020 that Playing11 owed the amount to all the users and thus no further adjudication was required from the Ombudsman. As per the directions of the Ombudsman, Playing11 issued an official letter to FIFS on 20th November, 2020, guaranteeing to pay all the users by 21st November, 2020. Thus, no Formal Order was required to be issued to Playing11.

However, Playing11 did not honour its commitment fully. Playing11 did not pay all its users by 21st November, 2020.

Seeing the conduct of Playing11, a meeting was held on 24th November 2020, in which Playing11 again gave an assurance to the Ombudsman and FIFS Officials that all unpaid dues will be cleared by end of the day (24th November 2020).

The Ombudsman kept receiving complaints against Playing11 till 24th Evening. On being asked as to why the payment has not been made, Playing11 again by an email dated 24th November 2020 sought time till 25th November 2020 to fulfil its commitment. The Ombudsman issued a Show Cause Notice to Playing11 on 26th November, 2020 as to why penalty should not be levied upon it for not abiding by the Ombudsman's directions and dishonouring its own commitment. However, in order to mitigate its penalty, the Ombudsman gave an opportunity to Playing11 to pay all its dues on or before 28th November, 2020, in order for the Ombudsman to take a lenient view while passing its order.

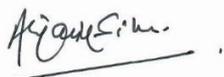
Playing11 instead of filing a response to the Show Cause Notice wrote that it needs to seek a clarification qua the Notice by its email dated 28th November, 2020. The Ombudsman replied on 28th November, 2020 that any clarification needed should be sent in writing and it will be appropriately responded.

The clarification sought on 29th November 2020 was answered on 30th November and again it reiterated by the Ombudsman that if Playing11 pays all the dues to all the users on or before 2nd December, 2020, the Ombudsman may take a lenient view while passing its Order.

The Ombudsman gave ample opportunities to Playing11 to pay all the users their due and payable amount. However, Playing11 has not cleared the dues of all the users till date.

In light of the above, the Ombudsman finds Playing11 in violation of the directions of the Ombudsman and hence FIFS is recommended to Suspend Playing11 for a period of one year and also impose a pecuniary penalty of Rs. 1 Lakh on Playing11. In case Playing11 clears all its dues within a week from the date of this order, the Suspension may be reduced to 6 months.

The Complaints filed before the Ombudsman are dismissed in terms of this order.



Justice A.K. Sikri
Former Judge, Supreme Court of India
FIFS Ombudsman and Ethics Officer