

# AIRSEWA

FOR A DELIGHTFUL AND DIGITAL TRAVEL EXPERIENCE



Union Minister of Civil Aviation, P. Ashok Gajapathi Raju, launched the AirSewa portal and mobile application in New Delhi, on November 25, 2016, to foster hassle-free travel, among other advantages, to the Indian flyer

**LL BUREAU**

**A**irSewa is an initiative of the Ministry of Civil Aviation to offer people hassle-free, convenient, delightful and digital travel experience. It is operated through an interactive web portal, as well as through a mobile application for both android and iOS platforms. All Industry stakeholders have collaborated in this initiative. The portal includes mechanisms for grievance redressal, back office operations for grievance handling, flight status/schedule information, airport information and FAQs. Jayant Sinha, Union Minister of State for Civil Aviation, expressed how flight delays,

problem in refunds, long queues and lack of proper facilities at airports and complaints of lost baggage are the most common problems that air travellers are facing today. He stressed upon the need to respond to these problems in a systematic rather than an ad hoc manner.

P. Ashok Gajapathi Raju, Union Minister of Civil Aviation, called upon all service providers to adopt the spirit of continuous improvement so that the collaborative platform of AirSewa can make air travel truly enjoyable for people.

**Functions**

**Grievance Redressal Portal**

With the launch of AirSewa, passengers will be able to register their grievances through the mobile application or a web portal. The users will have the facility to upload voice or video along with an elaborate description of their issues.

They will be given a unique reference number for each of their reported grievances, which would also be communicated

through an email as well as SMS.

The users can track the status and response to these grievances through the mobile application, as well as the web application based on the reference number provided. Once the grievance is addressed, the user has an option to provide his feedback and rate the overall experience and satisfaction. Nodal officers have been selected for all stakeholder agencies who will address the grievance in a time bound manner.

#### Back Office Operations for Grievance Handling

Each grievance shared will be directed to the responsible nodal agency for resolution based on the grievance category chosen by the complainant. The dashboard shall be divided into three categories, consisting of, grievances pending within time line, grievances pending beyond time line and closed grievances.

Each grievance shall have a resolution time line defined for initial response, as well as final resolution. Each communication made by the nodal officer will be sent through an alert through email and SMS.

#### Live Flight Status/ Schedule Information

Air passengers will have an option to check the flight status and schedule between airports. Flights can be searched on the basis of flight number or for all flights to a particular airport.

Users will have an option to check flight status, as well flight schedule between any of the airports. The flight status and other information can be searched airport wise also. Users will have an option to filter results based on the time slots of the flights, airlines and source/destination airports.

#### Airport Information

Airport information will display basic weather information about an airport as well as connecting flight details from the airport. The information will also include basic details and contact information regarding airport services consisting of transport/parking, rest and relax, Wi-Fi and wheelchair services, etc.

#### FAQs

FAQs are categorised and each category provides an array of questions and answers.

The AirSewa portal and mobile application recently launched by the Ministry of Civil Aviation is an initiative directed towards hassle-free air travel. The Ministry of Civil Aviation has taken a direct and effective step to fight the common problems of long queues, lost baggage and refunds at airports through this digital initiative which is expected to benefit millions of flyers.

