

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4781
(To be answered on the 15th December 2016)**

AIRSEWA PORTAL AND MOBILE APP FOR AIR PASSENGERS

4781. **SHRI T. RADHAKRISHNAN
KUNWAR HARIBANSH SINGH
SHRI GAJANAN KIRTIKAR
SHRI S.R. VIJAYAKUMAR
SHRI BIDYUT BARAN MAHATO
SHRI SUDHEER GUPTA
SHRI SATAV RAJEEV
DR. HEENA VIJAYKUMAR GAVIT
SHRIMATI SUPRIYA SULE
DR. J. JAYAVARDHAN
SHRI SUMAN BALKA
SHRI C. MAHENDRAN**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has launched an Airsewa portal and mobile app for air passengers recently;
(b) if so, the details thereof along with the aims and objectives of the said move;
(c) whether the Government has set up any statutory body to resolve complaints of air passengers and if so the details thereof;
(d) the number of various complaints registered with statutory body by the air passengers during the last three years and the current year; and
(e) the number of complaints resolved by the statutory body during the said period and the steps taken/being taken by the Government to provide hassle free and comfortable journey to air passengers?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

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- (a) and (b): Yes, Madam. AirSewa Web portal and Mobile App has been launched to create a common platform for the users' grievance redressal relating to all stakeholders in the aviation sector, enable access to live flight status/ schedule and airport information besides providing answers to Frequently Asked Questions (FAQs).
(c) : No, Madam.
(d) and (e): Do not arise.