

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4623
(To be answered on the 30th March 2017)**

AIR SEWA WEB PORTAL FOR AIR PASSENGERS

4623. SHRI G. HARI

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has launched an Air Sewa Web Portal for registering complaints of air passengers against airlines and airports;
- (b) if so, the details thereof and the number of complaints registered through the portal so far;
- (c) whether complaints related to flight delays, baggage loss and unusually long periods for refund along with long queues at airports can be registered by passengers in this regard; and
- (d) if so, the details thereof and the action taken by the Government on the complaints registered through the portal so far?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) & (b): Yes, Madam. AirSewa Web Portal/Mobile App has been launched by the government for digital and delightful experience of air passengers. It provides an integrated common platform on which air passengers can lodge their grievances against all major stakeholders in aviation sector including airlines. A total no. of 1788 grievances have been registered on AirSewa Web Portal/Mobile App as on 21.03.2017 out of which 1148 pertain to Airlines and 446 to Airports and the rest pertains to other stakeholders.

(c) & (d): Yes, Madam. All complaints related to air services including flight delays, baggage loss and unusually long periods for refund besides long queues at airports can be registered using AirSewa Web Portal/Mobile App. The complaints can be registered under specific category/sub categories such as Ticketing, Fares & Refunds, Flight Delays, Baggage, Check-in & Boarding

etc. or against general category "Others". The details of complaints lodged against specific sub-category on AirSewa Web Portal/Mobile App related to Airlines and Airports since its launch till 21.03.2017 is at Annex.

Details of complaints lodged on AirSewa Web Portal/Mobile App against Airlines/ Airports
(as on 21.03.2017) :-

Airlines :-

	GRIEVANCES RECEIVED	GRIEVANCES CLOSED
Flight Delays	228	215
Baggage	220	205
Ticketing Fare & Refunds	338	289
Check In & Boarding	144	138
Meal	42	41
Maintenance	19	15
Cleanliness	11	11
Staff/Crew Behavior	46	38
Person With Disability	8	8
Other	92	88
Total	1148	1048

Airports :-

	GRIEVANCES RECEIVED	GRIEVANCES CLOSED
Baggage/Lost & Found	31	31
Taxi/Parking	76	73
Seating/Waiting Area	48	47
Cleanliness/Hygiene	54	54
Retail Shops/Food & Beverage	57	57
Trolley/Amenities/Buggy/Wifi	44	44
Air Conditioning/Maintenance	11	11
Signages/Flight Display	15	15
Person With Disability	8	8
Other	102	98
Total	446	438

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