

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3769
(To be answered on the 18th March 2021)**

WEB CHECK IN FOR AIR INDIA

3769. PROF. SAUGATA RAY

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government noticed that passengers are facing a lot of problem on online web check in for Air India;
(b) if so, the reasons therefor; and
(c) the steps taken to enable the passengers to do the web check in under Prime Minister's Digital India era?

ANSWER

Minister of State (IC) in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

(a) and (b): In May 2020, Air India made it mandatory to fill up the health form prior to check in because of guidelines issued in reference to COVID-19 pandemic. Few problems were encountered by passengers mainly on account of filling up of the health form. Since submission of health form was a mandatory requirement, this process had to be incorporated in the web check in process.

(c): In order to facilitate web-check in by passengers, following steps were taken by Air India:

- i. A process to call all the passenger booked on AI flights was instituted so that 100% of the passengers whose contacts were available on the booking reference were called to help them in doing web check in. This is done between 48 hours and 6 hours, prior to flight departure
- ii. Further, step by step check in process was uploaded on the web site of Air India
- iii. A Chat Bot was installed on the website which facilitates check in for passengers.

Presently, about 85% passengers of Air India are availing web check in facility.
