



Ministry of Civil Aviation

# ‘Air Sewa’ Web Portal for Air Passengers

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The ‘Air Sewa’ Web Portal and a Mobile App has been launched by the Government for convenience 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 of 1,788 grievances have been registered on Air Sewa Web Portal/Mobile App as on 21st March,2017 out of which 1,148 pertain to Airlines and 446 to Airports and the rest pertain to other stakeholders.

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 Air Sewa 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".

This information was given by the Minister of State in the Ministry of Civil Aviation Shri Jayant Sinha in a written reply to a question in Lok Sabha today.

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