

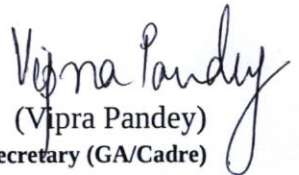
Q/GA/551/5/2016

6<sup>th</sup> January 2017

**ENDORSEMENT**

**Subject: Regarding request from Ministry of Civil Aviation to use and provide feedback and suggestions on recently launched initiative – AIRSEWA.**

Ministry of Civil Aviation has requested use of AIRSEWA – a new initiative to provide a one-stop solution for a hassle-free travel experience to all air travellers. The details of the initiative are enclosed for information.

  
(Vipra Pandey)  
Under Secretary (GA/Cadre)

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Government of India  
Ministry of External Affairs  
GA Section

**Subject: Regarding request from Ministry of Civil Aviation to use and provide feedback and suggestions on recently launched initiative - AIRSEWA.**

Ministry has received a communication from Ministry of Civil Aviation regarding recently launched AIRSEWA – an initiative to provide a hassle-free travel experience to all air travellers.

Ministry of Civil Aviation has informed that all the stakeholders in the aviation sector, including airlines, airports, security, immigration, DGCA etc have been brought together on a single platform so that any passenger can get his or her concern or grievance addressed in a time-bound manner. They are trying to exhaustively cover all issues on which a passenger can face any inconvenience, or requires information and guidance while planning for, during or on completion of the journey. More than 200 nodal officers have been identified and trained in the overall aviation ecosystem for quality disposal of grievances received on AIRSEWA.

Information on seasonal flight schedules, airline-wise or airport-wise shall also be available on AIRSEWA. It also incorporates the additional functionality of providing real time status of flights and the various passenger services available at various airports, including ways to avail the same.

AIRSEWA can be accessed through its mobile application on both Android and IOS platforms, and also through its web portal – [www.airsewa.gov.in](http://www.airsewa.gov.in).

Ministry of Civil Aviation has requested use of AIRSEWA application, becoming an active AIRSEWA user and also spread the message to other stakeholders. The Ministry has also requested for providing feedback and suggestions for further improvement of the AIRSEWA so that their efforts to continuously improve the air travel experience are further strengthened.

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