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**Press release**

The Ministry of Civil Aviation, New Delhi has recently launched AIRSEWA – an initiative to provide a hassle-free travel experience to all air travellers in India.

The 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/ her concern or grievance addressed in a time-bound manner. 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 are covered. More than 200 Nodal Officers have been identified and trained in the overall aviation ecosystem for quality disposal of grievances received on AIRSEWA.

2. 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. Ministry of Civil Aviation has requested use of AIRSEWA application by becoming an active AIRSEWA user and also spread the message to other stakeholders.

3. 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).

**18 January 2017**