



दि प्लास्टिक एक्सपोर्ट प्रमोशन कौन्सिल

(भारत सरकार, वाणिज्य एवं उद्योग मंत्रालय, वाणिज्य विभाग द्वारा प्रायोजित)
क्रिस्टल टावर, गुंडिवली रोड क्र. 3, ऑफ सर एम व्ही रोड, अंधेरी (पूर्व), मुंबई ४०० ०६९, भारत
दूरध्वनी : ९१-२२-२६८३ ३९९१/९२ फ़ैक्स : ९१-२२-२६८३ ३९९३
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THE PLASTICS EXPORT PROMOTION COUNCIL

(Sponsored by the Ministry of Commerce & Industry, Department of Commerce, Government of India)
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30th December 2016

All Members/All Members of the COA

Dear Members,

Subject : Regarding 'use of AIRSEWA Application - an initiative to provide a one-stop solution for a delightful, convenient and hassle-free travel experience to all air travelers.'

Ref. : D.O No. 4906/VIP/MCA/2016 dated 02.12.2016

This has reference to letter from *Honorable Shri. P. Ashok Gajapathi Raju - Minister of Civil Aviation, Government of India* to *Honorable Smt. Nirmala Sitharaman* regarding use of *AIRSEWA Application - an initiative to provide a one-stop solution for a delightful, convenient and hassle-free travel experience to all air travelers.*

Ministry of Civil Aviation has recently launched AIRSEWA – an initiative to provide a one-stop solution for a delightful, convenient and hassle-free travel experience to all air travellers. 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 have tried 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 eco-system 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- <http://www.airsewa.gov.in/>. Members are requested to use AIRSEWA application and become active members.

This is for your information purpose.

Best Regards,

Bharti Parave

Sr Executive