

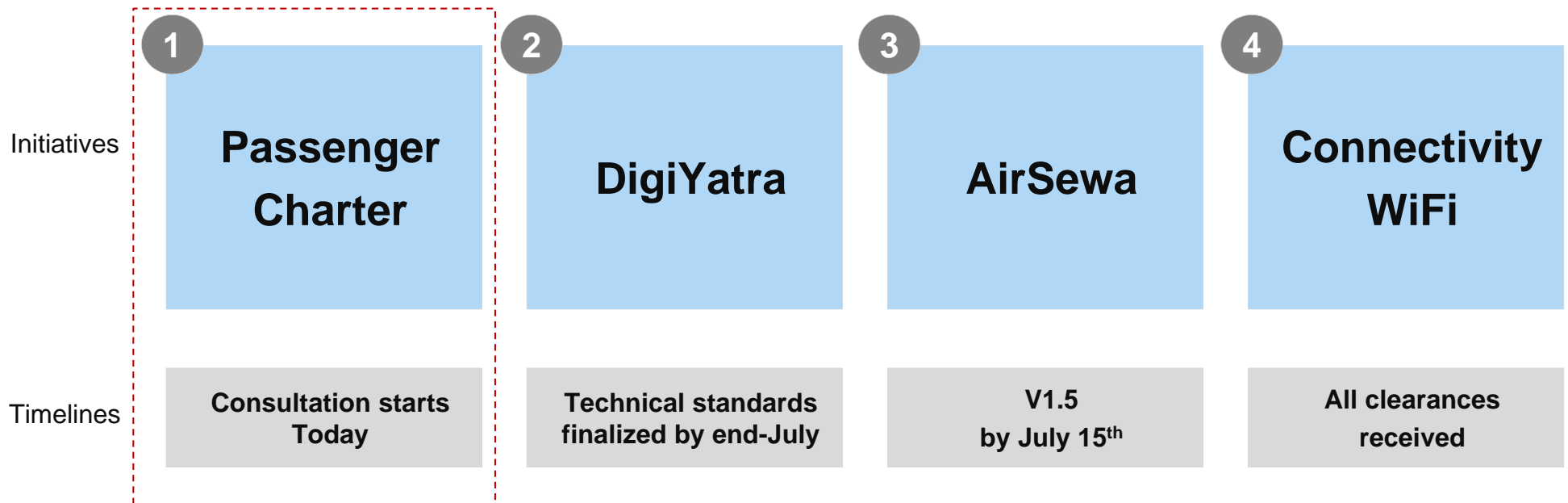


सत्यमेव जयते

#AirSewa

May 22, 2018
Ministry of Civil Aviation

#AirSewa



1. Passenger Charter – Cancellation and Delay of Flight

- **Flight Cancelled:**
 - If passenger is informed about cancellation of flight less than two weeks before and up to 24 hours of the scheduled departure time, the airline must offer alternate flight allowing the passenger to depart within two hours of the booked scheduled departure time **or refund the ticket, as acceptable to the passenger**
- **Flight Delayed:**
 - If flight delay communicated more than 24 hours prior to original scheduled time and:
 - Flight delayed for more than 4 hours, airlines to offer an option of full refund of ticket
 - involves the flight to fly on the next day, that is beyond 0000 hours, airline to offer additional free-of-charge hotel accommodation (including transfers)
 - Compensation for missing connecting flights:
 - If delay more than 3 hours: INR 5,000
 - If delay between 4 and 12 hours: INR 10,000
 - If delay more than 12 hours: INR 20,000
- **General:**
 - Airline to bear the cost of transferring the passenger to/from alternate airport in case alternate flight is offered to a nearby airport.
 - Passenger can file grievance on AirSewa App or Portal/DGCA

1. Passenger Charter - Persons with Disability and/or Persons with Reduced Mobility

Existing provision

- Two window seats in the front row, (if not emergency exit).
- Seats to be released 24 hours prior to time of departure for other passengers

Proposed provision

- Airlines should have seats blocked which are accessible for persons with disabilities with adequate leg space, free of charge.
- Seats remain blocked until close to the time of departure

1. Passenger Charter – Refund of airline tickets

- Airline to provide **Lock-in option for 24 hours** after booking ticket where ticket can be cancelled without any charges. This facility available to passenger up to 96 hours prior to flight departure.
- **No additional charge** for correction in name (same person) within 24 hours of booking the ticket.
- Cancellation charges to be **printed prominently** on ticket.
- Airline and their agents together should **not levy cancellation charge more than the basic fare plus fuel surcharge.**

2. DigiYatra – NextGen passenger experience

- **Digital India:** Use of digital technology for enhanced and seamless passenger experience all the way from ticket booking to airport entry check, security check and aircraft boarding
- **Single-point verification:** Passengers enrol in to DigiYatra programme in AirSewa, and a DigiYatra verified passenger gets hassle free entry at airport through E-Gates. The ID verification will be done any of the BCAS approved Govt. ID. At the entry gate a single token for the passenger with face is created
- **Value added services:** like ground transportation, special services at airport, in-flight, etc. and many other value added services for passengers in future will also be delivered through the DigiYatra programme.
- **Enhanced security:** The programme also enhances security while providing convenience to the passenger
- **Standard metrics formulated:** Ministry of Civil Aviation has finalized the standards for DigiYatra which will be published shortly. Airports such as Bangalore, Hyderabad, Kolkata, Varanasi and Vijayawada will roll out this programme in phases by January 2019

2. DigiYatra – multiple benefits

- **For Passengers:**

- No repeat identity check
- Paperless and seamless travel
- Less queuing at airports
- Being a DigiYatra member, passengers will get real-time alerts
- Value added services can be made available through DigiYatra programmes

- **For Airport operator:**

- Complete information on passenger flow at the airport with dwell time at various process points
- Better resource allocation possible based on load
- Enhancement in the passenger processing capability. Hence, throughput will be enhanced with the same infrastructure

- **For Airlines:**

- Better awareness about the position of passenger and ability to take decision
- Better security at the boarding gate

- **For Security:**

- Better security at the entry point
- Better information about passenger position
- Better information about congestion, throughput rate, etc.

3. AirSewa – transforming passenger experience through AirSewa

AirSewa v1.5 features:

- **Redesigned Mobile App and Web application** for AirSewa including UI/UX refresh to make it service friendly
- **Social Media Login** enabling users of Facebook and Google to access AirSewa
- **Grievance Reporting on Social Media platforms** Twitter and Facebook using #AirSewa
- National Registered Traveller Program – **Registration of DigiYatra ID**
- Comprehensive **FAQs and Chat-bot interface** for getting answers for FAQs
- **Flight Status** and Flight Schedule Information
- **Information on facilities** and services available across Indian Airports
- **Ability to update the airport information** content and publish approved content to Mobile and Web App

3. AirSewa – transforming passenger experience through AirSewa

AirSewa v2.0 features:

- **Grievance Escalation feature** available to end users if they are not satisfied with the resolution of grievance
- **Activation of DigiYatra ID**
- **Ability to track a flight** and get notifications on the flight updates.
- **Introducing Airport maps** on the Mobile App to enable travellers to use digital way of locating boarding gates, Medical Facilities, Hotels and Restaurants, Parking facilities etc.
- **BHIM integration** allowing travellers to pre-book essential airports services on AirSewa.
- **Mobile App for Nodal Officers** to view and Respond to grievances.
- **Comprehensive escalation matrix** including time based SLA Escalation of grievances
- **Closed Loop integration** with stakeholder systems for grievance notification and updates.
- **Ability to transfer grievances** from one stakeholder to another, if required.
- **Enable Users to create groups** where users can share their experiences and views discuss common problems and the possible solution.

4. Connectivity – WiFi in airlines

- **In-flight connectivity approved:** Both domestic and international airlines are allowed to offer internet services and mobile services on-board an aircraft in Indian airspace provided certain security requirements are met:
 - Internet services can be provided from the moment a plane takes off and personal electronic devices (PED) have to be put on flight mode
 - Mobile services can be allowed only when an aircraft is over an altitude of 3,000 metres
- All approvals have been recently provided and now interested parties may apply for licenses and initiate necessary procedures