



GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
OPP. SAFDAJUNG AIRPORT, NEW DELHI – 110 003

PUBLIC NOTICE

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The Ministry of Civil Aviation has upgraded its AirSewa portal which is accessible through interactive web portal and mobile app.

The new version includes following features;

- A) Secure sign up and log-in with social media
- B) Chatbot for travelers support
- C) Improved grievance management including social media grievance
- D) Real time flight status and detailed flight schedule

The AirSewa is available at “www.AirSewa.gov.in” and Air Sewa app can be downloaded from App Store and Google Play store.

With launch of upgraded AirSewa portal, it has now been decided to integrate the SUGAM with AirSewa web-portal/mobile application. Therefore, SUGAM (sugam.dgca@nic.in) which handles travel related passenger grievance at DGCA will not be available after one month and passengers are requested to lodge their complaints at “Air Sewa” web-portal/mobile application.

Director General of Civil Aviation