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* **IN THE HIGH COURT OF DELHI AT NEW DELHI**

+ W.P.(C) 13648/2024

PRAVASI LEGAL CELL

.....Petitioner

Through: Mr.Manas P. Hameed with Ms.Sarah
Shaji and Mr.Basil Jaison, Advocates.

versus

UNION OF INDIA & ORS.

.....Respondents

Through: Ms.Anjana Gosain, SPC with
Ms.Archana Surve, GP and
Ms.Nippun Sharma, Advocates for R-
1 & 2.

CORAM:

HON'BLE THE ACTING CHIEF JUSTICE

HON'BLE MR. JUSTICE TUSHAR RAO GEDELA

ORDER

27.09.2024

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1. Present public interest litigation has been filed seeking a direction to the respondents to consider and decide the representation made by the petitioner (Annexure P-5 of the present writ petition) within a fixed time frame. The petitioner is aggrieved by ineffectiveness of the AIRSEWA portal in resolving grievances of passengers arising out of denial of boarding, cancellation of flight or long delays.

2. Learned counsel for the petitioner states that the AIRSEWA portal was established to provide a grievance redressal mechanism for air travellers. He states that the portal was effective in its initial years of operation. He however states that over the past year, the portal has deteriorated significantly, leading to a backlog of unresolved complaints



causing severe inconvenience to air travellers. He states that the ineffectiveness of the portal has constrained air travellers to file consumer complaints, which is a relatively cumbersome and impractical process for those living overseas.

3. He states that the petitioner has made a representation dated 10th May, 2024 to the Ministry of Civil Aviation. He prays that the same be decided by the Ministry within a time bound manner.

4. Keeping in view the aforesaid, this Court directs the respondent no.2 to decide the petitioner's representation dated 10th May, 2024 in accordance with law as expeditiously as possible. Accordingly, present writ petition stands disposed of. The rights and contentions of all the parties are left open.

ACTING CHIEF JUSTICE

TUSHAR RAO GEDELA, J

SEPTEMBER 27, 2024
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