

rn bhaskar <rnb.consult.editor3@gmail.com>

Fwd: Fwd: Fwd: Fwd: Fwd: Complaint about your wheel chair facility

Cust relations <custrelations@airvistara.com>

8 October 2020 at 19:21

Reply-To: custrelations@airvistara.comTo: rn bhaskar <bhaskar.rn@gmail.com>, chandrika293@gmail.com

Dear Ms. Bhaskar,

Greetings from Vistara!

Hope this email finds you and Mr. Bhaskar in good health.

This is in continuation to our telephonic conversation regarding the unpleasant experience you faced during your travel with us on UK 864, departure from Bengaluru on 14th September.

We are deeply apologetic for the inconvenience caused to you and this was certainly not the experience we wanted you to have. We strive hard to give exemplary experience to all our customers however we seemed to have disappointed you this one time.

We wish to explain that it is our standard operating procedure (SOP) to confirm the reason for wheelchair requirement from customers as it may not directly be attributable to an externally visible factor and customer may require special assistance considering the kind of medical issue or old age of the customer. Also, we also have supporting processes for assistance till boarding gate or cabin basis the reason for wheelchair request. However we have noted your feedback regarding this and have shared the same with the staff and senior management as well.

We wish to further clarify that as per policy we assign aisle seats to wheelchair passengers. This is done keeping the safety procedures in context. However in case of wheelchair requests on account of old age (excluding customers with mobility restrictions) we can extend a window seat if requested. Your feedback regarding the inflexibility of the agent is duly noted and taken very seriously. The matter has been highlighted to the concerned department head and necessary feedback has been given to the concerned staff.

We have strongly noted your feedback on the part that while selecting the wheelchair through our website, there should be an information displayed that a medical document will be required at the time of travel.

Your feedback regarding the behavior of our staff is duly noted. Please be assured that it has been taken up till the highest level and we have given the necessary

feedback along with counselling to the staff as per our internal policies. We accept our apologies as we do not encourage misbehavior from any staff in serving our customers.

We truly acknowledge your feedback and consider it important input for further improving customer experience. We request you to consider this episode in isolation and give us another chance to serve you on board.

Regards
Harshita Jain
Customer Engagement



TATA SIA Airlines Limited

W: www.airvistara.com

On 06/10/2020, 16:25:10 , Cust relations < custrelations@airvistara.com > wrote:

Dear Mr. Bhaskar,

Greetings from Vistara!

As per our discussion with Mrs. Bhaskar today, we are extremely apologetic about the inconvenience she had to face at the time of travel.

We wish to let you know we endeavor to provide seamless experience to all our customers however we have disappointed you this time.

We acknowledge your feedback and wish to assure you that the same has been shared with the concerned team for future reference and learning.

We assure you that we are doing a thorough investigation on this case on priority and will get back to you as soon as possible.

Thank you for your patience and kind understanding in the interim.

Regards
Harshita Jain
Customer Engagement



TATA SIA Airlines Limited

W: www.airvistara.com

On 06/10/2020, 13:32:09 , rn bhaskar <bhaskar.rn@gmail.com> wrote:

Attention: **Vivika Malhotra, Senior Executive, Customer Relations**

Dear Sir:

As requested by you here are the ticketing details.

r.n.bhaskar -- researcher. educationist. journalist
consulting editor with Free Press Journal

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Mobile:+91-98200-97256;

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Author: Game India-seven strategic advantages that could steer India to wealth;

<https://tinyurl.com/y5noov5h>

----- Forwarded message -----

From: **chandrika chandrika** <chandrika293@gmail.com>

Date: Tue, 6 Oct 2020 at 12:28

Subject: Fwd: Complaint about your wheel chair facility

To: rn bhaskar <bhaskar.rn@gmail.com>

----- Forwarded message -----

From: **Special Service** <specialservices@airvistara.com>

Date: Tue, Oct 6, 2020 at 10:45 AM
Subject: Re: Complaint about your wheel chair facility
To: chandrika chandrika <chandrika293@gmail.com>

Dear Ms. Chandrika,

Greetings from Vistara.

With regard to your email, we sincerely apologise for the delay in response on our end.

Please share your booking details via custrelations@airvistara.com where our customer associate shall be able to assist you with your concern.

Thank you for your kind understanding.

Regards,

Vivika Malhotra
Senior Executive
Customer Relations

On 9/17/2020, 4:07:59 PM , chandrika chandrika <chandrika293@gmail.com> wrote:

Dear Ms. Vivika,

I'm glad I received a response to my complaint, though I am disappointed at the fact that you have offered me no compensation for the harassment I received and the inefficiency in the allocation of seats. Mr Santosh Nair has been a repeat offender. He was rude on a previous occasion as well, and I let it pass. That you unleash your staff on unsuspecting customers without the requisite briefing is shocking to say the least. Please be reminded that there were three parts to my complaint. (i) The allocation of seats (ii) The delay and difficulties in acquiring wheelchair assistance, (iii) The cussed behaviour of Santosh Nair.

As requested by you, my PNR number is OL1PYL/YL.

Chandrika

I hope to hear from you on the amends you will make regarding my complaint.

On Thu, Sep 17, 2020 at 8:28 AM Special Service <specialservices@airvistara.com> wrote:

Dear Ms. Chandrika,

Greetings from Vistara.

With regard to your email, we are extremely concerned to note your disappointment and the inconvenience caused to you. Our endeavour has always been to provide the best experience to our customers and this was never intended to happen.

We request you to share your PNR details in order to share your strong feedback with the concerned team for further investigation and corrective measures with staff briefing.

Hope to hear from you soon.

Thank you for writing to us.

Regards,

Vivika Malhotra
Senior Executive
Customer Relations

On 9/15/2020, 3:03:07 PM , chandrika chandrika < chandrika293@gmail.com > wrote:

My name is Chandrika Bhaskar and I have some major complaints against your ground handling staff at Bengaluru airport. The details are as given below:

1. I travelled on Monday, September 14, 2020 from Bengaluru to Mumbai by Vistara flight number UK 864, departure from Bengaluru, 11.45 a.m. I chose a window seat number 27A, which was confirmed on the ticket. Although I had wanted a window seat, it was denied to me. Instead I was given an aisle seat (7C), though in the front. Your records will confirm my statement. The irony was that the aircraft was almost empty. Window seats were available. Yet, my seat was changed quite randomly, without an offer of an explanation.

2. I had made another request for wheelchair assistance, because I am a senior citizen. I have availed of this facility in the past as well and have never faced a problem with its availability. For this flight as well I had booked a wheelchair and received a confirmation for it.

3. However, at the airport I was made to wait for almost 15 minutes. I was repeatedly badgered about my need for this facility. One of your officers, demanded a medical certificate. If a medical certificate were needed, should I not have been informed about this prior to my booking the ticket?

4. After the wheelchair had finally been arranged and I thought I could go in for security clearance, another staff member of Vistara, named Santosh Nair, walked up and asked me why I needed the wheelchair. When I protested at this constant questioning, he told me rudely that I need not fly Vistara if I felt that their services did not meet my expectations. When I mentioned that I would take this matter up with higher authorities, he encouraged me to do so, and taunted me to go ahead and complain. His tone throughout his interaction was both loud and abrasive.

5. I am shocked at this absence of basic courtesy and politeness on the part of Mr. Santosh Nair. This is not what I have experienced with Vistara in the past, and I would like to know if I should discontinue flying with you as exhorted by your officer Santosh Nair. In most of my previous trips I chosen Vistara over others. Should I revise my choice?

Courtesy and politeness in your industry are not only desirables, but even required by law. I am shocked that your officer has been disdainful of both.

Sincerely yours,
Chandrika