



rn bhaskar <[rnb.consult.editor3@gmail.com](mailto:rnb.consult.editor3@gmail.com)>

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**Re: Club Vistara Assistance Re: Fwd: Complaint about your wheel chair facility**

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rn bhaskar <[bhaskar.rn@gmail.com](mailto:bhaskar.rn@gmail.com)>

4 October 2020 at 09:49

To: "Vistara contactus@clubvistara.com" <[contactus@clubvistara.com](mailto:contactus@clubvistara.com)>

Cc: "chandrika chandrika293@gmail.com" <[chandrika293@gmail.com](mailto:chandrika293@gmail.com)>

Dear Ms Dutta:

It is over four days since you sent me your email, and over a month since the date of the incident and our request for explanations and a statement about actions taken.

I do think that someone in your organisation is using dilatory tactics. If not, a month is a long time in customer redressal. It points to terrible grievance redressal processes.

I begin my posts on social media from tomorrow (Monday, October 5, 2020). It is sad that I have to do this to an airline I used to like immensely.

Many thanks for the help extended.

rnb

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

Mentor, [asiaconverge.com](http://asiaconverge.com)

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[RNB@asiaconverge.com](mailto:RNB@asiaconverge.com)

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

<https://tinyurl.com/y5noov5h>

On Wed, 30 Sep 2020 at 15:55, Club Vistara Membership Services <[contactus@clubvistara.com](mailto:contactus@clubvistara.com)> wrote:

Dear Mr. Bhaskar,

Thank you for writing to us. We acknowledge the receipt of your email.

Please accept our sincere apologies for the inconvenience this matter might have caused.

We would like to inform you that we have forwarded your email to the concerned department so that they may assist you with your concern.

Your patience in the interim would be highly appreciated.

Warm regards

Shilpi Dutta



TATA SIA Airlines Limited

T : +91 928 922 8888

W: [www.airvistara.com](http://www.airvistara.com)

On 9/29/2020, 7:55:39 PM , rn bhaskar <[bhaskar.rn@gmail.com](mailto:bhaskar.rn@gmail.com)> wrote:

**Booking ref : VPATJ7 -- date of incident `14 September**

**Hi!**

**I wrote an email to Vistara more than a month ago. I had asked to be informed about the action your airline was planning to take against someone who called himself Santosh Nair at Bangalore airport when my wife was a passenger.**

He even taunted her by saying (loudly) if you don't want to fly Vistara, don't. You can complain to the management. Please tell them my name is Santosh Nair. Incidentally, this was when the flight was almost empty.

If you need a person to destroy your market share, the person claiming he was Santosh Nair

could be the right person.

I have not got any revert on this.

Trailing is the entire chain of emails, screenshots of the ticket, and the airline's unwillingness to respond to the complaints my wife had raised.

**As a senior journalist, I do not wish to use my publication.**

But I shall not hesitate to use social media to highlight the crass behaviour of your staff and the unwillingness of Vistara to address complaints. Unless, of course, I get some answers. I have marked a copy of this email to my wife as well.

I do hope I get some response and answers to the issues we have raised. They are extremely serious and demand action.

rnb

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<https://tinyurl.com/y5noov5h>

On Tue, 15 Sep 2020 at 15:25, Club Vistara Membership Services <[contactus@clubvistara.com](mailto:contactus@clubvistara.com)> wrote:

Dear Club Vistara Member,

Thank you for contacting Club Vistara.

This is an auto response generated by our Club Vistara Membership Services team as an acknowledgment to your email. We are sure you must have provided your Club Vistara ID and a clear description of your query. This will certainly help us to respond to your query better. If not, we request you to please provide the same.

We will reply to your query within **2 working days** excluding the day your email was received. Our business hours are **Monday to Friday from 9:30 am to 6:30 pm IST**. We are closed on weekends and public holidays.

**For any urgent assistance, please call us at our 24\*7 Customer Service Centre (CSC) at +91 9289228888.**

If you have already written to us in this regard, we request you to kindly await a response to your initial enquiry before sending any follow-up or repeat emails as this may clog up the mailbox.

If you are writing to us about any of the below requests, we have shared information that might help you with a resolution through our self-service features or apprise you to share the information we require to assist you better.

#### Account Login

CV Account locked: Please call our CSC for immediate resolution on +91 9289228888.

Forgot/Reset Password: Please use the [link](#) to reset your password and to receive a temporary password on your registered email address.

#### Missing CV Points/Claims for Past Travel with Vistara

In case of missing CV Points or your past travel with Vistara (flights were taken in the past 180 days from current date), you may please submit the request online by clicking [here](#). If you are finding difficulty with submitting your request online, please attach the stamped boarding pass copy for us to be able to assist you.

Making Changes to Club Vistara profile

Name/Date of Birth: Please send us the request from your current registered email address along with a self-attested government ID proof of name change and date of birth.

Email/Mobile Number/Address: With our latest self-service feature, CV members can now make changes to their email address and mobile number by logging in to the CV account through the website and mobile app.

One-Class Upgrade/Lounge Access/Voucher usage

The process to use various vouchers issued to our members can be viewed [here](#).

For detailed Terms and Conditions, you may click [here](#) for more.

Thank you for your association with us.

Warm Regards,

Club Vistara

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

From: **chandrika chandrika** <[chandrika293@gmail.com](mailto:chandrika293@gmail.com)>

Date: Thu, Sep 17, 2020 at 4:07 PM

Subject: Re: Complaint about your wheel chair facility

To: <[specialservices@airvistara.com](mailto:specialservices@airvistara.com)>

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](mailto: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](mailto: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

Passenger: Bhaskar Chandrika Ms (ADT)  
Booking ref: VPATJ7  
Ticket number: 228 2403519826



Issuing office:  
VISTARA RESERVATIONS, CUSTOMER SERVICE  
CENTRE, WWW.AIRVISTARA.COM, DELHI  
Telephone: +919289228888  
Date: 10Sep2020

### ELECTRONIC TICKET RECEIPT

*This is an automated email, please do not reply to this.*

*This is your e-ticket and itinerary. You will need this document to be available on your mobile phone or have a printout of it.*

*For travel within India, please carry a government-issued photo ID such as valid passport, driving license, election photo ID card, PAN /Aadhar card to enter the airport. Children may carry a school ID card as photo identification. For travel outside India, please carry a valid passport to enter the airport.*

*It is mandatory to carry a valid photo ID during your entire journey. Customers not in possession of valid photo ID will not be authorized to travel.*

**Important information regarding check-in:**

*No physical check-in will be performed at the airport. All customers are required to web check-in and self-print their boarding card as per government directive and are required to fill a mandatory self-declaration form before web check-in and travel. Online Check-in is available between 48 and 2 hours prior to the scheduled departure of your flight for domestic flights and 96 hours prior for international*

**Passenger : Bhaskar Chandrika Ms (ADT)**

**Booking ref : VPATJ7**

**Ticket number : 228 2403519826**



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#### We will not be serving meals or beverages on board for travel till 24-Nov-20, irrespective of the fare category booked by you.

Please be assured that we at Vistara, are doing everything we can to ensure that highest level of hygiene is maintained. While we will be taking all necessary precautions, it is imperative that those travelling with us also follow intensive personal precautions and safety measures to ensure we are all doing our part in being safe and make flying feel safe again.

We recommend that you follow the state-wise travel advisory and protocols and learn more about the precautions that we have taken, and how you can help us maintain safety while travelling. Click [here](#) to know more.

All customers booking directly from the Vistara website or app enjoy the following **Vistara Direct** benefits\*:

.Free change/cancellation within 24 hours of booking, if travel is at least 7 days away, through our call Customer Service Centre only.

.100 Bonus CV Points

\*Please note that Vistara Direct benefits are not applicable for Economy Lite bookings or for international flights.

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From	To	Flight	Departure	Arrival	Last check-in
<b>BENGALURU</b> KEMPEGOWDA INTL	<b>MUMBAI CHHATRAPATI S</b> MAHARAJ Terminal: 2	UK864	<b>11:45</b> 14Sep2020	<b>13:30</b> 14Sep2020	11:00
<b>Class</b> : O(Economy Class) <b>Seat</b> : 27A <b>Baggage</b> (4) : 20K <b>Fare basis</b> : OL1PYL/YL	<b>Operated by</b> : VISTARA <b>Marketed by</b> : VISTARA <b>Booking status</b> (1) : OK			<b>NVB</b> (2) : 14Sep2020 <b>NVA</b> (3) : 14Sep2020 <b>Duration</b> : 01:45	

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**Special Service Request**

WCHC - WHEELCHAIR TO SEAT REQUEST - CONFIRMED  
SRCT - SENIOR CITIZEN - CONFIRMED

**(1) OK = confirm (2) NVB = Not valid before (3) NVA = Not valid after (4) Each passenger can check in a specific amount of baggage at no extra cost as indicated above in the column baggage. Each piece of baggage may not exceed 32 kilos**

**ELECTRONIC TICKET REMARKS**

Important notice for payment through credit/debit card:

International credit/debit card used to purchase the tickets will have to be produced at the time of check-in. If the holder of the credit card is not traveling, then the traveling party should possess the following:

- a) A photocopy of both sides of the credit card, which will have to be self-attested by the credit card holder, authorizing the use of the credit/debit card for the purchase of the ticket. For security reasons, please strike out the Credit Valid Verification (CVV) number on the copy of your credit card.
- b) This photocopy should also contain the name of the traveling party,