



# **Complaint Management System**

## **User Manual**

APRIL 9, 2024

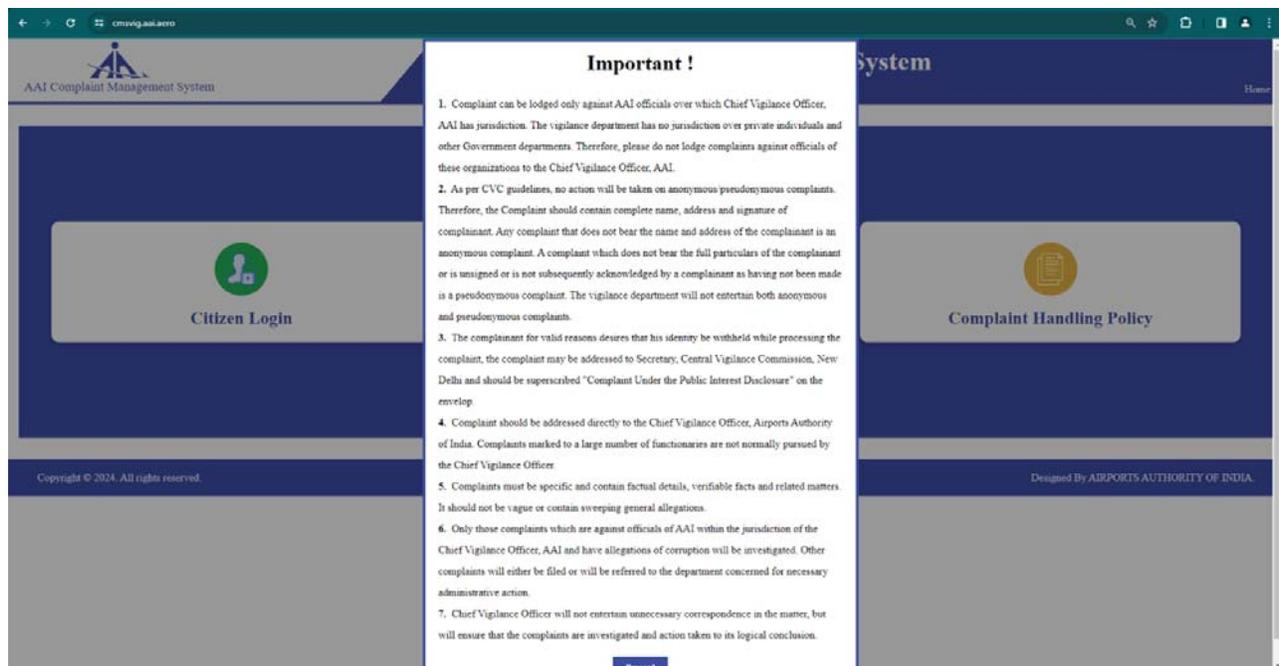
AIRPORTS AUTHORITY OF INDIA

# AAI Complaint Management System

URL: <https://cmsvig.aai.aero/>

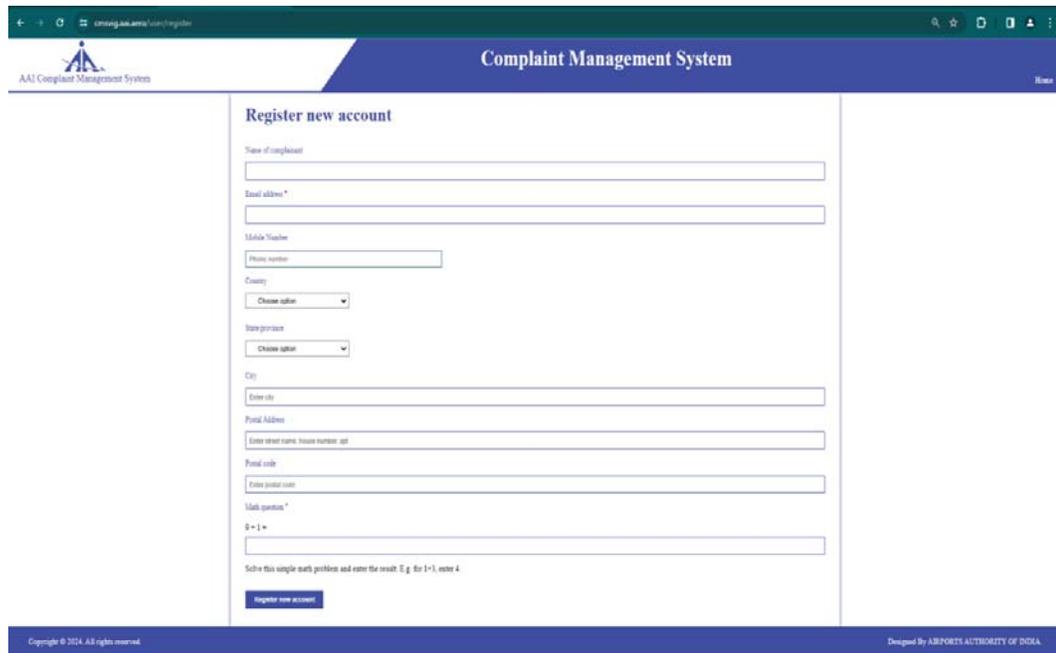
## Citizen Login

- Step I: Click on “**Citizen Login**” and then click to “**Confirm & Proceed**” button.



## AAI Complaint Management System

- Step II: If you are a new user click on **“Register new account”** and fill the form then click on the button **“Register new account”**.



The screenshot shows a web browser window with the URL `cmmg.aai.aero/register`. The page title is "Complaint Management System". The main heading is "Register new account". The form contains the following fields and controls:

- Name of complainant:
- Email address \*:
- Mobile Number:
- Phone number:
- Country:
- State/province:
- City:
- Postal Address:
- Enter street name, house number, apt:
- Postal code:
- Enter postal code:
- Math question \*:
- Solve this simple math problem and enter the result. E.g. for 1+1, enter 4.
- Register new account:

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## AAI Complaint Management System

- Step III: If you are already registered fill the Username, Password and Math question and click on “**Login**” button.

Note: In case you have forgot your password, click on reset password.



The screenshot shows the login interface of the AAI Complaint Management System. The browser address bar displays 'online.aai.ernet.in/citizen-login'. The page header includes the AAI logo and the text 'AAI Complaint Management System' on the left, and 'Complaint Management System' and 'Home' on the right. The main content area features three buttons at the top: 'Register new account', 'Reset your password', and 'User manual'. Below these are three input fields: 'User Name or Email \*', 'Password \*', and 'Math question \*'. The math question is '5 + 3 ='. Below the math question is a text prompt: 'Solve this simple math problem and enter the result. E.g. for 1\*3, enter 4.' At the bottom of the form is a 'Login' button. The footer contains 'Copyright © 2024. All rights reserved.' on the left and 'Designed By AIRPORTS AUTHORITY OF INDIA' on the right.

## Lodge a Complaint

- Step I: Login to Citizen Login.
- Step II: Click on “**Lodge a complaint**”.



- Step III: Fill the form and click “**Submit**” button.

# AAI Complaint Management System

## Lodge Complaint

Name of Complainee

Designation of Complainee

AAI Location

Region/Department  Airports

Subject of Complaint in Brief

Complaint Details \*

Attachment File

No file chosen

One file only:

20 MB limit.

Allowed types: pdf.

## Know your complaint status

- Step I: Login to Citizen Login.
- Step II: Click on “**Know your Complaint Status**”.



Here you can see the **List of Complaints** or you may search your lodged complaints with your **Complaint Number** (eg. 7|2024).



## AAI Complaint Management System

Step III: Click on “**view**” link to see the details. You may print your complaint after clicking on the “**Print**” button.

The screenshot displays the AAI Complaint Management System interface. At the top, there is a navigation bar with the system name and a 'Home | Log out' link. Below this, a sidebar contains links for 'Complaint Status', 'Complaint Policy', and 'Lodge a Complaint'. The main content area features a 'Print' button and the 'Complaint Number : 28/2024'. A detailed view of the complaint is shown in a table format, including fields for Name of complainant, Email, Mobile Number, Address of Complainant, and Complaint Type. Below this, a summary table lists key details such as Complaint Number, Name of Complainant, Designation of Complainant, AAI Location, Airports, Subject of Complaint in Brief, Complaint Details, and Attachment File.

Name of complainant:	Email	Mobile Number:
Dhruv Mishra	dhruv.mishra@gmail.com	+91 97298 61814
Address of Complainant:	Complaint Type	
Delhi, New Delhi, 110065 India	DN	

<b>Complaint Number</b>	28/2024
<b>Name of Complainant</b>	dhruv
<b>Designation of Complainant</b>	LKR,KJ
<b>AAI Location</b>	Airports
<b>Airports</b>	Ahmedabad
<b>Subject of Complaint in Brief</b>	SFD
<b>Complaint Details</b>	SDFDSDS
<b>Attachment File</b>	gqshlwa.pdf

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