

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**

**STARRED QUESTION NO. : 152**

TO BE ANSWERED ON THE 15th December 2025

**AIRSEWA WEB PORTAL AND MOBILE APP**

152. **SHRI MAYANKKUMAR NAYAK**

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) the current number of complaints received through the AirSewa web portal and mobile app during the last three years;
- (b) whether Government has recently undertaken any assessment of passenger satisfaction with the grievance-redressal system of AirSewa;
- (c) if so, the key findings thereof;
- (d) whether Government proposes to introduce new features on the portal, such as a real-time dashboard or penalties for stakeholders causing delays in grievance resolution, to enhance transparency and efficiency; and
- (e) if so, the details thereof

**ANSWER**

Minister of CIVIL AVIATION (Shri Kinjarapu Rammohan Naidu)

(a) to (e) A statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (E) IN RESPECT OF RAJYA SABHA STARRED QUESTION NO. 152 FOR REPLY ON 15.12.2025 REGARDING AIRSEWA WEB PORTAL AND MOBILE APP BY SHRI MAYANKKUMAR NAYAK.

(a) The year-wise details of complaints received on the AirSewa web portal and mobile application during the last three years are at ANNEXURE I.

(b) Yes, the Ministry regularly monitors the functioning of AirSewa grievance redressal mechanism. Ministry of Civil Aviation undertakes periodic assessment of user feedback received on the portal/mobile application, adherence to prescribed timelines for disposal of grievances and quality of redressal.

(c) The assessments indicate that a significant proportion of grievances are being disposed of as per the AirSewa Service Level Agreement (SLA). Overall level of passenger satisfaction with the grievance redressal mechanism has shown an improving trend over a period of time, particularly with regard to ease of filing complaints and tracking their status. At the same time, certain areas, such as flight delays, timely refunds and baggage delivery, have been identified as focus concerns.

(d) & (e). There is no such specific proposal presently under consideration of this Ministry. The AirSewa Portal undergoes continuous technological and functional upgradation in compliance with statutory and operational requirements. The most recent enhancements include introduction of new grievance categories, namely "Air Fare" for High Air Fare.

**ANNEXURE I**

Year (1 <sup>st</sup> Jan to 31 <sup>st</sup> Dec)	Total Received	Total Resolved	Pending
2022	9649	9649	0
2023	14116	14116	0
2024	19262	19262	0
2025 (1 <sup>st</sup> Jan to 30 <sup>th</sup> Nov)	16591	16309	282

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