

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 807
(TO BE ANSWERED ON THE 8th December 2025)**

STRENGTHENING OF AIR PASSENGER'S RIGHTS

807. **SHRI KARTIKEYA SHARMA**

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

- (a) the steps taken to strengthen and enforce air passengers is rights, including compensation, refunds, timely information and fair treatment;
- (b) whether Government proposes to update standards for safety, service quality, baggage handling and protection against delays or overbooking; and
- (c) the measures in place to ensure accessible and dignified services for disabled passengers, along with strict monitoring of airline compliance?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) : The Passenger Charter is a comprehensive document about a passenger's rights and responsibilities while flying by air. Ministry of Civil Aviation has issued the 'Passenger Charter' in order to increase awareness among air travellers about their rights in case of various exigencies including flight delays, cancellations, denial of boarding due to over booking, refund issues, flight diversions, medical emergencies, lost/ delayed or damaged baggage etc.

(b) : To ensure appropriate protection for air travellers due to flight delay/cancellation, Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirement (CAR) Section 3, Series M, Part IV titled "Facilities to be provided to passengers by airlines due to denied boarding , cancellation of flights and delays in flights."

Further, the AirSewa portal, an initiative by the Ministry of Civil Aviation (MoCA) enables grievance redressal in a time bound manner and provides a one-stop solution for hassle-free air travel. It allows passengers to submit and track grievances related to various stakeholders such as Airlines, Airports, Security, DGCA, Customs, Immigration, BCAS, Helicopter Services under various grievance categories viz. Refunds, Cancellations, Baggage Claim, Flight delay etc.

(c) : DGCA has issued CAR Section 3, Series M, Part I regarding "Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility". which lays down general requirements for airlines & airports to ensure adequate facilitation of the passengers with disability

Further, dedicated "May I Help You" Counters are available at airports for the assistance of Persons with Disability /Persons with Reduced Mobility. Terminal Managers are also regularly sensitised to assist any Person with Reduced Mobility / Person with Disability.
