

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
STARRED QUESTION NO. : 177
TO BE ANSWERED ON THE 9th March 2026

PASSENGER FACILITATION AND REGIONAL CONNECTIVITY

177. SMT MAMATA MOHANTA

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

- (a) whether Passenger Assistance Control Room (PACR) and AirSewa have improved grievance resolution timelines, including refunds and cancellations;
- (b) the number of grievances related to passengers received and resolved during the last two years, including the State of Odisha;
- (c) whether steps have been taken to strengthen regional air connectivity for underserved districts such as Mayurbhanj under UDAN; and
- (d) the measures taken to strengthen real-time passenger support and airline accountability mechanisms?

ANSWER

Minister of CIVIL AVIATION (Shri Kinjarapu Rammohan Naidu)

(a) to (d): A statement is laid on the table of the house.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (D) IN RESPECT OF RAJYA SABHA STARRED QUESTION NO. 177 FOR REPLY ON 09.03.2026 REGARDING PASSENGER FACILITATION AND REGIONAL CONNECTIVITY ASKED BY SMT MAMTA MOHANTA.

(a) & (b): Yes, the Passenger Assistance Control Room (PACR) and Airsewa have improved the grievance redressal timelines including refunds and cancellations. The number of grievances related to passengers received and resolved during the last two years, including the State of Odisha is attached as annexure.

(c): In the state of Odisha, 4 (four) airports namely Jharsuguda, Rourkela, Utkela, and Jeypore, connecting 32 RCS routes, have been operationalized under the Regional Connectivity Scheme - Ude Desh ka Aam Nagrik (RCS-UDAN). Additionally, the Rangeilunda in Berhampur district, Amarda and Rairangpur (Dandabose) airstrips in Mayurbhanj District, Odisha have been identified for development to support RCS flights.

(d): To strengthen real-time passenger support and airline accountability mechanisms measures have been taken, such as 24x7 real-time monitoring and resolution of grievances of air travellers received through AirSewa, PACR helpline numbers and social media channels, in coordination with airlines, airports and other relevant stakeholders to ensure prompt resolution on a priority basis.

Annexure

AirSewa Data 01.01.2024 to 31.12.2025			
Year	Received	Resolved	Pending
2024	19262	19262	0
2025	29042	29016	26
Total	48304	48278	26
Current Year 01.01.2026 to 01.03.2026			
2026	15138	14757	381
PACR data			
Year	Received	Resolved	Pending
(10.12.2025 to 01.03.2026)	5919	5714	205
Odisha Airports Complaints			
01.01.2024 to 31.12.2025			
	Received	Resolved	Pending
Bhubaneswar	48	48	0
Jharsuguda	3	3	0
Total	51	51	0
