

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO. : 1764
TO BE ANSWERED ON THE 9th March 2026
PASSENGER-CENTRIC GOVERNANCE AND GRIEVANCE
REDRESSAL ECOSYSTEM

1764. SHRI NARHARI AMIN
SHRI LAHAR SINGH SIROYA
DR. MEDHA VISHRAM KULKARNI
SHRI S. SELVAGANABATHY
SMT DARSHANA SINGH

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

(a) whether Government has undertaken any evaluation of the operational outcomes of the 24x7 Passenger Assistance Control Room (PACR), including improvements in grievance resolution timelines and coordination among aviation stakeholders;

(b) the number of passenger grievances handled through PACR and AirSewa integration since its operationalisation, category-wise, including delays, cancellations, refunds and baggage-related issues;

(c) whether any standard operating framework has been prescribed for fare monitoring and intervention during operational disruptions to ensure passenger protection and market stability, and

(d) the steps being taken to further strengthen real-time passenger support systems through data analytics, automation and airline accountability mechanisms?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

a): Yes, the Passenger Assistance Control Room (PACR) has improved the grievance redressal timelines including refunds and cancellations.

(b): The number of passenger grievances handled through PACR and AirSewa integration, since its operationalisation is attached as annexure.

(c): Airfares are not subject to regulation by the Government, and airlines have the flexibility to determine their airfares based on their operational needs, while adhering to Rule 135 of the Aircraft Rules, 1937. The Government generally refrains from regulating airfares to maintain market competitiveness however, it remains vigilant and intervenes in exceptional circumstances by adopting measures like redistributing capacity across various sectors and

imposing temporary fare caps, such as during Pandemic, Maha kumb, Pahalgam incident & recently massive Indigo flight disruptions.

(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

Category-wise details of the grievances received since PACR and AirSewa integration from 10 December 2025 to 01 March 2026:

Nature of grievance	PACR (Social media and Calls)		AirSewa (Portal + Email)	
	Received	Resolved	Received	Resolved
Delay	415	415	5959	5905
Refunds & Cancellation	3375	3375	11780	11579
Baggage	711	711	3785	3678
Other categories	1419	1213	6505	6255
Total	5919	5714	28029	27417
