

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO. : 2581
TO BE ANSWERED ON THE 16th March 2026

AIRSEWA PORTAL

2581. SHRI SAMIRUL ISLAM

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

- (a) the total number of complaints received, disposed of and pending since the launch of AirSewa Portal, year-wise and category-wise the details thereof;
- (b) the average time taken for resolving complaints, category-wise data and the details thereof; and
- (c) the number of baggage related complaints received against airlines since launch of AirSewa Portal, year-wise and airline-wise the details thereof

ANSWER

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

- (a) The data of total number of complaints received, disposed of and pending since the launch of AirSewa Portal, year-wise and category-wise may be seen at ANNEXURE I.
- (b) The Complaints filed on AirSewa Portal is resolved as per Service Level Agreement (SLA). The SLA may be seen at ANNEXURE II.
- (c) The number of Baggage related complaint received against airlines since launch of AirSewa Portal may be seen at ANNEXURE III.

Year wise - 2016

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	108	108	0
Check In & Boarding	35	35	0
Cleanliness	6	6	0
Flight Delays	85	85	0
Maintenance	6	6	0
Meal	16	16	0
Other	24	24	0
Person With Disability	3	3	0
Staff/Crew Behavior	13	13	0
Ticketing Fare & Refunds	120	120	0
TOTAL	416	416	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	1	1	0

Baggage/Lost & Found	15	15	0
Cleanliness/Hygiene	23	23	0
Other	34	34	0
Person With Disability	2	2	0
Retail Shops/Food & Beverage	16	16	0
Seating/Waiting Area	10	10	0
Signages/Flight Display	7	7	0
Staff/Crew Behavior	0	0	0
Taxi/Parking	33	33	0
Trolley/Amenities/Buggy/Wifi	17	17	0
TOTAL	158	158	0

BCAS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0
OTHER	14	14	0
SECURITY CLEARANCES	0	0	0
SECURITY Program Approval	0	0	0
TOTAL	14	14	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	3	3	0
Departure	1	1	0
Other	0	0	0
TOTAL	4	4	0

DGCA

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	0	0	0
Engineering Training School	0	0	0
EXAMINATION	0	0	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	1	1	0
Manufacturer	0	0	0
MRO	0	0	0
OTHER	9	9	0
PERMIT & PERMISSION	2	2	0

TOTAL	12	12	0
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HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrow Aircrafted	1	1	0
Pawan Hans Helicopters	1	1	0
TOTAL	2	2	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	11	11	0
Departure	2	2	0
Other	1	1	0
TOTAL	14	14	0

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	0	0	0
Other	2	2	0
Security Check	18	18	0
Terminal Entry	4	4	0
TOTAL	24	24	0

Year wise - 2017			
ALL AIRLINES CATEGORY REPORTS			
SUB CATEGORY	GRIEVANCE	GRIEVANCES	GRIEVANCE

	RECEIVED	CLOSED	PENDING
Baggage	478	478	0
Check In & Boarding	627	627	0
Cleanliness	22	22	0
Flight Delays	1180	1180	0
Maintenance	108	108	0
Meal	196	196	0
Other	366	366	0
Person With Disability	27	27	0
Staff/Crew Behavior	239	239	0
Ticketing Fare & Refunds	1150	1150	0
TOTAL	4393	4393	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	59	59	0
Baggage/Lost & Found	109	109	0
Cleanliness/Hygiene	208	208	0
Other	344	344	0
Person With Disability	13	13	0
Retail Shops/Food & Beverage	196	196	0
Seating/Waiting Area	210	210	0
Signages/Flight Display	55	55	0

Staff/Crew Behavior	0	0	0
Taxi/Parking	163	163	0
Trolley/Amenities/Buggy/Wifi	157	157	0
TOTAL	1514	1514	0

BCAS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	11	11	0
OTHER	13	13	0
SECURITY CLEARANCES	5	5	0
SECURITY Program Approval	3	3	0
TOTAL	32	32	0

CUSTOMS			
SUB CATEGORY	GRIEVANCE	GRIEVANCES	GRIEVANCE

	RECEIVED	CLOSED	PENDING
Arrival	15	15	0
Departure	5	5	0
Other	6	6	0
TOTAL	26	26	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	6	6	0
Engineering Training School	5	5	0
EXAMINATION	41	41	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	8	8	0
Manufacturer	0	0	0
OTHER	88	88	0
PERMIT & PERMISSION	47	47	0
TOTAL	196	196	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Aerotech Aviation India	3	3	0
Aman Aviation & Aerospace Sol.	1	1	0
HAL Rotary Wing Academy	1	1	0
Heritage Aviation	1	1	0
Pawan Hans Helicopters	3	3	0
TOTAL	9	9	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	23	23	0
Departure	57	57	0
Other	1	1	0
TOTAL	81	81	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	5	5	0
Other	27	27	0
Security Check	139	139	0
Terminal Entry	42	42	0
TOTAL	213	213	0

Year wise - 2018

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	344	344	0
Check In & Boarding	585	585	0
Cleanliness	23	23	0
Flight Delays	1515	1515	0

Maintenance	66	66	0
Meal	84	84	0
Other	377	377	0
Person With Disability	17	17	0
Staff/Crew Behavior	235	235	0
Ticketing Fare & Refunds	852	852	0
TOTAL	4098	4098	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	40	40	0
Baggage/Lost & Found	94	94	0
Cleanliness/Hygiene	125	125	0
Other	247	247	0
Person With Disability	4	4	0
Retail Shops/Food & Beverage	114	114	0
Seating/Waiting Area	153	153	0
Signages/Flight Display	39	39	0
Staff/Crew Behavior	5	5	0
Taxi/Parking	86	86	0
Trolley/Amenities/Buggy/Wifi	72	72	0
TOTAL	979	979	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0
OTHER	11	11	0
SECURITY CLEARANCES	2	2	0
SECURITY Program Approval	0	0	0
TOTAL	13	13	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	9	9	0
Departure	3	3	0
Other	8	8	0
TOTAL	20	20	0

DGCA

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	3	3	0
Engineering Training School	3	3	0
EXAMINATION	4	4	0
Flying School	1	1	0
International Airlines	0	0	0
LICENSE	3	3	0
Manufacturer	0	0	0
MRO	3	3	0
OTHER	58	58	0
PERMIT & PERMISSION	15	15	0
TOTAL	90	90	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Aerotech Aviation India	1	1	0

Air Charter Services	1	1	0
Airmid Aviation Services	1	1	0
Himalayan Heli Services	2	2	0
Pawan Hans Helicopters	3	3	0
TOTAL	8	8	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	13	13	0
Departure	22	22	0
Other	3	3	0
TOTAL	38	38	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	3	3	0
Other	13	13	0
Security Check	64	64	0
Terminal Entry	22	22	0
TOTAL	102	102	0

Year wise - 2019

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	1104	1104	0
Check In & Boarding	1236	1236	0
Cleanliness	29	29	0
Flight Delays	3080	3080	0
Maintenance	115	115	0
Meal	204	204	0
Other	1165	1165	0
Person With Disability	58	58	0
Staff/Crew Behavior	370	370	0
Ticketing Fare & Refunds	3691	3691	0
TOTAL	11052	11052	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	55	55	0
Baggage/Lost & Found	265	265	0
Cleanliness/Hygiene	97	97	0
Other	337	337	0
Person With Disability	13	13	0
Retail Shops/Food & Beverage	95	95	0
Seating/Waiting Area	86	86	0
Signages/Flight Display	45	45	0
Staff/Crew Behavior	105	105	0
Taxi/Parking	183	183	0
Trolley/Amenities/Buggy/Wifi	53	53	0
TOTAL	1334	1334	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0
OTHER	15	15	0
SECURITY CLEARANCES	3	3	0
SECURITY Program Approval	1	1	0
TOTAL	19	19	0

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	31	31	0
Departure	7	7	0
Other	12	12	0
TOTAL	50	50	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING

Air Worthines	10	10	0
Engineering Training School	0	0	0
EXAMINATION	3	3	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	2	2	0
Manufacturer	0	0	0
MRO	0	0	0
OTHER	180	180	0
PERMIT & PERMISSION	12	12	0
TOTAL	207	207	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Bharat Hotels Ltd	1	1	0
Heritage Aviation	1	1	0
Himalayan Heli Services	6	6	0

Pawan Hans Helicopters	2	2	0
Thumbby Aviation	1	1	0
TOTAL	11	11	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	15	15	0
Departure	18	18	0
Other	6	6	0
TOTAL	39	39	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	5	5	0
Other	40	40	0
Security Check	184	184	0
Terminal Entry	22	22	0
TOTAL	251	251	0

Year wise - 2020

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	414	414	0
Check In & Boarding	608	608	0
Cleanliness	12	12	0
Flight Delays	813	813	0
Maintenance	25	25	0
Meal	62	62	0
Other	1336	1336	0
Person With Disability	27	27	0
Staff/Crew Behavior	140	140	0
Ticketing Fare & Refunds	15210	15210	0
TOTAL	18647	18647	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE	GRIEVANCES	GRIEVANCE
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	RECEIVED	CLOSED	PENDING
Air Conditioning/Maintenance	7	7	0
Baggage/Lost & Found	124	124	0
Cleanliness/Hygiene	51	51	0
Other	187	187	0
Person With Disability	6	6	0
Retail Shops/Food & Beverage	25	25	0
Seating/Waiting Area	30	30	0
Signages/Flight Display	12	12	0
Staff/Crew Behavior	60	60	0
Taxi/Parking	73	73	0
Trolley/Amenities/Buggy/Wifi	20	20	0
TOTAL	595	595	0

BCAS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0
OTHER	32	32	0
SECURITY CLEARANCES	3	3	0
SECURITY Program Approval	0	0	0
TOTAL	35	35	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	6	6	0
Departure	3	3	0
Other	17	17	0
TOTAL	26	26	0

DGCA

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	15	15	0
Engineering Training School	0	0	0
EXAMINATION	8	8	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	1	1	0
Manufacturer	0	0	0
MRO	0	0	0

OTHER	481	481	0
PERMIT & PERMISSION	44	44	0
TOTAL	549	549	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Himalayan Heli Services	1	1	0
TOTAL	1	1	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	14	14	0
Departure	20	20	0
Other	19	19	0
TOTAL	53	53	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	3	3	0
Other	18	18	0
Security Check	76	76	0
Terminal Entry	11	11	0
TOTAL	108	108	0

Year wise - 2021

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
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Baggage	447	447	0
Check In & Boarding	632	632	0
Cleanliness	11	11	0
Flight Delays	498	498	0
Maintenance	13	13	0
Meal	35	35	0
Other	771	771	0
Person With Disability	17	17	0
Staff/Crew Behavior	119	119	0
Ticketing Fare & Refunds	10317	10317	0
TOTAL	12860	12860	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	13	13	0
Baggage/Lost & Found	93	93	0
Cleanliness/Hygiene	36	36	0
Other	237	237	0
Person With Disability	13	13	0
Retail Shops/Food & Beverage	19	19	0
Seating/Waiting Area	31	31	0

Signages/Flight Display	10	10	0
Staff/Crew Behavior	57	57	0
Taxi/Parking	80	80	0
Trolley/Amenities/Buggy/Wifi	20	20	0
TOTAL	609	609	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	4	4	0
OTHER	20	20	0
SECURITY CLEARANCES	1	1	0
SECURITY Program Approval	1	1	0
TOTAL	26	26	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	12	12	0

Departure	4	4	0
Other	19	19	0
TOTAL	35	35	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	4	4	0
Engineering Training School	0	0	0
EXAMINATION	3	3	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	2	2	0
Manufacturer	1	1	0
MRO	0	0	0
OTHER	174	174	0
PERMIT & PERMISSION	19	19	0
TOTAL	203	203	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Charter Services	1	1	0
TOTAL	1	1	0

IMMIGRATION			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	10	10	0
Departure	11	11	0
Other	5	5	0
TOTAL	26	26	0

SECURITY			
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SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	4	4	0
Other	17	17	0
Security Check	84	84	0
Terminal Entry	9	9	0
TOTAL	114	114	0

Year wise - 2022

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	1102	1102	0
Check In & Boarding	980	980	0
Cleanliness	31	31	0
Flight Delays	1142	1142	0
Maintenance	97	97	0
Meal	169	169	0
Other	685	685	0
Person With Disability	51	51	0

Staff/Crew Behavior	264	264	0
Ticketing Fare & Refunds	4057	4057	0
TOTAL	8578	8578	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	37	37	0
Baggage/Lost & Found	148	148	0
Cleanliness/Hygiene	39	39	0
Other	156	156	0
Person With Disability	9	9	0
Retail Shops/Food & Beverage	53	53	0
Seating/Waiting Area	36	36	0
Signages/Flight Display	16	16	0
Staff/Crew Behavior	56	56	0
Taxi/Parking	90	90	0
Trolley/Amenities/Buggy/Wifi	29	29	0
TOTAL	669	669	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	1	1	0
OTHER	8	8	0
SECURITY CLEARANCES	7	7	0
SECURITY Program Approval	0	0	0
TOTAL	16	16	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	20	20	0
Departure	9	9	0
Other	12	12	0
TOTAL	41	41	0

DGCA

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	7	7	0
Engineering Training School	0	0	0
EXAMINATION	0	0	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	0	0	0
Manufacturer	1	1	0
MRO	0	0	0
OTHER	93	93	0
PERMIT & PERMISSION	4	4	0
TOTAL	105	105	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Aman Aviation & Aerospace Sol	1	1	0
Aryan Aviation	1	1	0

Pawan Hans Helicopters	2	2	0
TOTAL	4	4	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	15	15	0
Departure	15	15	0
Other	2	2	0
TOTAL	32	32	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	5	5	0
Other	27	27	0
Security Check	111	111	0
Terminal Entry	21	21	0
TOTAL	164	164	0

Year wise - 2023

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	1756	1756	0
Check In & Boarding	1510	1510	0
Cleanliness	38	38	0
Flight Delays	2544	2544	0
Maintenance	159	159	0
Meal	249	249	0
Other	1045	1045	0
Person With Disability	99	99	0
Staff/Crew Behavior	421	421	0
Ticketing Fare & Refunds	4836	4836	0
TOTAL	12657	12657	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	50	50	0
Baggage/Lost & Found	206	206	0
Cleanliness/Hygiene	48	48	0
Other	279	279	0
Person With Disability	18	18	0
Retail Shops/Food & Beverage	64	64	0
Seating/Waiting Area	56	56	0
Signages/Flight Display	17	17	0
Staff/Crew Behavior	100	100	0
Taxi/Parking	105	105	0
Trolley/Amenities/Buggy/Wifi	44	44	0
TOTAL	987	987	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0

OTHER	14	14	0
SECURITY CLEARANCES	10	10	0
SECURITY Program Approval	1	1	0
TOTAL	25	25	0

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	17	17	0
Departure	9	9	0
Other	8	8	0
TOTAL	34	34	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	8	8	0
Engineering Training School	0	0	0
EXAMINATION	2	2	0
Flying School	0	0	0

International Airlines	0	0	0
LICENSE	1	1	0
Manufacturer	0	0	0
MRO	0	0	0
OTHER	130	130	0
PERMIT & PERMISSION	15	15	0
TOTAL	156	156	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Himalayan Heli Services	1	1	0
Thumbby Aviation	2	2	0
Trans Bharat Aviation	1	1	0
TOTAL	4	4	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	12	12	0
Departure	19	19	0

Other	7	7	0
TOTAL	38	38	0

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	4	4	0
Other	35	35	0
Security Check	146	146	0
Terminal Entry	28	28	0
TOTAL	213	213	0

Year wise - 2024
ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	3043	3043	0
Check In & Boarding	1969	1969	0
Cleanliness	60	60	0
Flight Delays	4590	4590	0
Maintenance	235	235	0
Meal	245	245	0
Other	1536	1536	0
Person With Disability	80	80	0
Staff/Crew Behavior	501	501	0
Ticketing Fare & Refunds	5369	5369	0
TOTAL	17628	17628	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	39	39	0
Baggage/Lost & Found	249	249	0
Cleanliness/Hygiene	86	86	0
Other	228	228	0

Person With Disability	27	27	0
Retail Shops/Food & Beverage	67	67	0
Seating/Waiting Area	76	76	0
Signages/Flight Display	30	30	0
Staff/Crew Behavior	120	120	0
Taxi/Parking	160	160	0
Trolley/Amenities/Buggy/Wifi	42	42	0
TOTAL	1124	1124	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	1	1	0
OTHER	14	14	0
SECURITY CLEARANCES	6	6	0
SECURITY Program Approval	0	0	0
TOTAL	21	21	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	18	18	0
Departure	9	9	0
Other	10	10	0
TOTAL	37	37	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	16	16	0
Engineering Training School	0	0	0
EXAMINATION	4	4	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	2	2	0
Manufacturer	1	1	0
MRO	0	0	0
OTHER	192	192	0
PERMIT & PERMISSION	9	9	0
TOTAL	224	224	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Global Vectra Helicorp	3	3	0
Pawan Hans Helicopters	1	1	0
Thumbby Aviation	1	1	0
TOTAL	5	5	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	8	8	0
Departure	20	20	0
Other	4	4	0
TOTAL	32	32	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
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Boarding Gate	11	11	0
Other	15	15	0
Security Check	128	128	0
Terminal Entry	27	27	0
TOTAL	181	181	0

Year wise - 2025

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Fare	383	382	1
Baggage	3596	3595	1
Check In & Boarding	1859	1859	0
Cleanliness	35	35	0
Flight Delays	6335	6335	0
Maintenance	187	187	0
Meal	230	230	0

Other	3017	3015	2
Person With Disability	113	113	0
Staff/Crew Behavior	546	546	0
Ticketing Fare & Refunds	10804	10800	4
TOTAL	27105	27097	8

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	25	25	0
Baggage/Lost & Found	327	327	0
Cleanliness/Hygiene	56	56	0
Other	235	235	0
Person With Disability	22	22	0
Retail Shops/Food & Beverage	54	53	1
Seating/Waiting Area	48	48	0
Signages/Flight Display	17	17	0
Staff/Crew Behavior	109	109	0
Taxi/Parking	121	121	0
Trolley/Amenities/Buggy/Wifi	36	36	0
TOTAL	1050	1049	1

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	1	1	0
OTHER	38	38	0
SECURITY CLEARANCES	4	4	0
SECURITY Program Approval	1	1	0
TOTAL	44	44	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	19	19	0
Departure	19	18	1
Other	25	24	1
TOTAL	63	61	2

DGCA

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	10	10	0
Engineering Training School	0	0	0
EXAMINATION	0	0	0
Flying School	1	1	0
International Airlines	112	107	5
LICENSE	1	1	0
Manufacturer	0	0	0
MRO	2	2	0
OTHER	354	354	0
PERMIT & PERMISSION	23	23	0
TOTAL	503	498	5

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Himalayan Heli Services	1	1	0
Air Charter Services	1	0	1
Pawan Hans Helicopters	3	3	0
TOTAL	5	4	1

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	13	13	0
Departure	40	40	0
Other	6	6	0
TOTAL	59	59	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	13	13	0
Other	34	34	0
Security Check	105	105	0
Terminal Entry	13	13	0
TOTAL	165	165	0

Year wise - 2026 Till 28-02-2026

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Fare	114	110	4
Baggage	2084	2041	43
Check In & Boarding	817	803	14
Cleanliness	14	14	0
Flight Delays	2927	2915	12
Maintenance	85	85	0
Meal	94	94	0
Other	1567	1551	16
Person With Disability	36	36	0
Staff/Crew Behavior	182	175	7
Ticketing Fare & Refunds	6180	6117	63
TOTAL	14100	13941	159

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	1	1	0
Baggage/Lost & Found	204	195	9
Cleanliness/Hygiene	22	22	0
Other	91	84	7
Person With Disability	6	6	0
Retail Shops/Food & Beverage	24	21	3
Seating/Waiting Area	17	17	0
Signages/Flight Display	10	9	1
Staff/Crew Behavior	47	45	2
Taxi/Parking	27	24	3
Trolley/Amenities/Buggy/Wifi	17	15	2
TOTAL	466	439	27

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	1	1	0

OTHER	23	21	2
SECURITY CLEARANCES	6	5	1
SECURITY Program Approval	0	0	0
TOTAL	30	27	3

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	7	7	0
Departure	2	0	2
Other	3	3	0
TOTAL	12	10	2

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	8	6	2
Engineering Training School	0	0	0
EXAMINATION	4	3	1
Flying School	0	0	0
International Airlines	56	52	4

LICENSE	2	2	0
Manufacturer	0	0	0
MRO	0	0	0
OTHER	145	125	20
PERMIT & PERMISSION	8	7	1
TOTAL	223	195	28

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Heritage Aviation	1	0	1
Thumbby Aviation	1	1	0
TOTAL	2	1	1

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	3	3	0
Departure	23	21	2

Other	3	2	1
TOTAL	29	26	3

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	6	5	1
Other	25	22	3
Security Check	59	46	13
Terminal Entry	4	4	0
TOTAL	94	77	17

ANNEXURE II

Stakeholder	Grievance Category	SLA Timeline
Airlines	Cleanliness	6 hours
	Flight Delays	1 day
	Check-in & Boarding	3 days
	Assistance to Persons with Disabilities	3 days
	Ticketing, Fares & Refunds	15 days
	Maintenance	15 days
	Meals	15 days
	Baggage	21 days
	Staff/Crew Behaviour	21 days
	Other	15 days
Airports	Baggage Lost & Found	6 hours
	Cleanliness/Hygiene	6 hours
	Air-conditioning/Maintenance	1 day
	Assistance to Persons with Disabilities	3 days
	Trolley/Amenities/Buggy/Wi-Fi	3 days
	Taxi/Parking	7 days
	Retail Shops/Food & Beverage	7 days

	Signages/Flight Display	7 days
	Seating/Waiting Area	7 days
	Staff Behaviour	15 days
	Other	15 days
BCAS	Entry Passes	3 days
	Security Clearances	7 days
	Security Programme Approval	15 days
	Other	15 days
Customs	Arrival	7 days
	Departure	7 days
	Other	15 days
DGCA	Airworthiness	15 days
	Engineering Training School	15 days
	Examination	15 days
	Flying School	15 days
	Licence	15 days
	Manufacturer	15 days
	MRO	15 days
	Permit & Permission	15 days

	Other	15 days
Immigration	Departure	3 days
	Arrival	7 days
	Other	3 days
Security	Boarding Gate	30 days
	Security Check	30 days
	Terminal Entry	30 days
	Other	30 days

21	Bhutan Airlines	0	0	0	0	0	0	0	0	1	0	0	0	0
22	Biman Bangladesh	0	0	0	0	0	0	0	0	1	0	0	0	0
23	British Airways	0	0	2	5	1	1	6	10	11	17	5	4	1
24	Cathay Pacific	0	0	1	1	0	0	0	1	7	2	4	4	0
25	China Eastern Airlines	0	0	0	1	0	0	0	0	0	0	2	1	1
26	China Southern	0	2	1	0	0	0	0	0	0	0	1	0	1
27	Delta Airlines	0	0	0	0	0	0	0	0	0	2	0	0	0
28	Dragon Air	0	0	0	0	1	0	0	0	0	0	0	0	0
29	Egypt Air	0	0	0	0	0	0	2	3	6	8	3	1	2
30	Emirates Airline	1	4	6	7	2	1	12	8	36	19	2	2	0
31	Ethiopian Airlines	0	1	0	4	0	0	9	7	20	22	6	4	2
32	Etihad Airways	1	7	4	6	6	6	5	13	11	31	4	4	0
33	Finn Air	0	0	0	1	0	1	0	1	1	0	0	0	0
34	Fly Dubai	0	1	0	2	1	0	1	0	5	1	2	2	0
35	FlyBig	0	0	0	0	0	2	0	2	1	2	1	0	1
36	GoAir	0	18	24	65	41	49	92	41	1	0	0	0	0
37	Gulf Air	2	0	2	5	0	0	5	7	8	4	8	7	1
38	IndiaOne Air	0	0	0	0	0	0	0	0	0	0	1	0	1
39	indiGo	52	74	75	310	101	99	328	624	1091	1654	1183	1182	1
40	Jet Airways	5	124	63	29	0	0	0	0	0	0	0	0	0
41	Jazeera Airways	0	0	0	0	0	0	0	0	0	0	2	2	0
42	Jetlite	0	0	1	0	0	0	0	0	0	0	0	0	0
43	Kenya Airways	0	3	0	1	0	0	1	2	2	21	1	0	1
44	KLM Airlines	0	1	1	1	0	0	7	6	1	7	5	3	2
45	Kuwait Airways	0	0	2	4	0	2	6	9	8	10	6	5	1
46	Lufthansa	0	2	0	3	2	1	17	20	22	28	8	5	3
47	Mahan Air	0	0	0	2	0	0	0	0	0	0	0	0	0
48	Malaysia Airlines	0	3	2	7	3	1	2	10	10	4	5	5	0
49	Malindo Airways	17	5	0	5	3	1	2	5	8	4	3	2	1

50	Nepal Airlines Corporation	0	0	0	3	0	0	0	0	0	0	0	0	0
51	Oman Airlines	0	5	1	5	3	2	3	7	7	9	12	10	2
52	Qatar Airways		3	1	11	0	2	7	28	21	26	11	8	3
53	Royal Jordanian	0	0	0	0	0	0	0	0	0	0	2	2	0
54	Salam Air	0	0	0	0	0	0	0	0	0	0	1	1	0
55	Saudia	0	1	0	7	0	0	5	11	8	11	2	2	0
56	Silk Air	0	1	0	0	0	0	0	0	0	0	0	0	0
57	Singapore Airlines	0	0	2	1	1	0	3	6	12	6	3	3	0
58	SpiceJet	4	71	24	192	61	71	133	245	476	396	219	218	1
59	Srilankan Airways	0	2	2	0	2	0	4	4	3	9	1	1	0
60	Star Air	0	0	0	0	0	0	0	1	5	7	7	7	0
61	Swiss Air	0	0	0	0	0	0	2	5	9	6	2	2	0
62	Thai Air Asia	0	0	2	2	1	0	0	0	0	0	0	0	0
63	Thai Airways	0	0	2	5	1	0	9	15	13	12	7	6	1
64	Thai Lion Air	0	0	0	0	0	0	0	0	1	7	3	3	0
65	Tiger Airways	0	1	0	1	0	0	0	0	0	0	0	0	0
66	TruJet	0	0	0	1	0	0	0	0	0	0	0	0	0
67	Turkish Airlines	0	2	2	5	1	0	3	15	10	11	10	9	1
68	United Airlines	0	0	0	2	2	0	0	0	4	1	2	2	0
69	United Airlines Bangladesh Ltd	0	0	0	0	0	0	0	0	1	0	0	0	0
70	Uzbekistan Airways	0	0	0	1	0	0	1	0	0	2	0	0	0
71	VietJet Air	0	0	0	0	0	0	13	12	17	34	11	8	3
72	Virgin Atlantic	0	0	0	0	0	1	5	0	2	5	1	1	0
73	Vistara	0	7	3	34	31	35	106	143	236	0	0	0	0
	Total	108	478	340	1104	409	434	1102	1756	3043	3596	2084	2044	40
