

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO. : 3382
TO BE ANSWERED ON THE 23rd March 2026
PASSENGER GRIEVANCES AND REFUNDS

3382. SHRI A. D. SINGH

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

- (a) the number of passenger grievances received through the AirSewa portal during the last three years;
- (b) the nature of major complaints, including delayed refunds and flight cancellations; and
- (c) the measures taken by Government and DGCA to ensure timely redressal and compensation to affected passengers?

ANSWER

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

(a) The number of passenger grievances received through the AirSewa portal during the last three years are as under:

2023 -14116

2024- 19262

2025- 29042

(b) The majority of complaints filed on Airsewa Portal were under Ticketing Fare & Refunds and Flight Delays under the Airline Category. The year-wise data of the same may be seen below:

Year	Flight Delays	Refunds
2023	2544	4836
2024	4590	5369
2025	6335	10804

(c) The measures taken by MoCA for timely resolution of passenger grievances are as under:

(i) In the Year 2016, Ministry of Civil Aviation launched Airsewa for ensuring timely resolution of passengers grievances in a timely manner as per SLA.

(ii) MoCA set up a 24*7 Passenger Assistance Control Room (PACR) to enhance passenger-centric governance. This initiative integrates MoCA, DGCA, AAI, and airlines for real-time

monitoring of flight disruptions, baggage issues, and refunds, aiming to accelerate grievance redressal and improve the overall travel experience.

(iii) Grievance-Cell, DGCA has issued a Circular dated 04.04.2025 to strengthen the qualitative disposal of passenger grievances pertaining to domestic airlines on various portal such as INGRAM, CPGRAMS and through any other mode of communication. Standard Operating Procedure (SOP) for passenger grievance redressal is available on the website of DGCA.

(iv) DGCA has issued CAR Section 3, Series M, Part IV stipulating the provision of meals, hotel accommodation, alternate flights, refunds, and compensation by airlines to passengers, due to denied boarding, cancellation of flights and delays in flights.
