

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA

UNSTARRED QUESTION NO. : 1604
TO BE ANSWERED ON THE 3rd August 2026

PASSENGER RIGHTS AND CONSUMER PROTECTION

1604. SHRI SANJAY KUMAR JHA

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

(a) whether it is a fact that passenger grievance feedback on the AirSewa portal increased from 14,116 in 2023 to 19,262 in 2024 and 29,042 in 2025 and within which, refund-related grievances rose from 4,836 in 2023 to 10,804 in 2025 and delay-related grievances from 2,544 in 2023 to 6,335 in 2025; and

(b) if so, the steps taken to strengthen passenger protection, ensure timely refunds and improve consumer experience in aviation sector in the country at present and going forward?

ANSWER

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

(a) The details of the total number of grievances received through the AirSewa Portal during the period from 2023 to 2025, including the number of grievances received with feedback (rating) and without feedback (rating), as well as the number of grievances pertaining to the Ticketing Fare & Refunds category and the Flight Delays category, are placed at Annexure-I.

(b) Passenger protection and consumer experience are being strengthened through the AirSewa and establishment of 24*7 Passenger Assistance Control Room (PACR). It enables online submission, tracking and resolution of grievances in time-bound manner through multiple channels, including telephone, e-mail, social media, web portal and mobile application.

The Ministry has also issued Civil Aviation Requirements (CARs) through Directorate General of Civil Aviation (DGCA) related to passenger service. These CARs address transparency and uniformity in airline practices, including strict adherence to passenger rights in cases of denied boarding, cancellation of flights, delays in flights, Refund of Airline Tickets and assistance to Persons with Disability (Divyangjan).

In addition, to improve passenger experience, the Ministry has undertaken various passenger-centric initiatives, including the establishment of UDAN Yatri Cafes for providing affordable refreshments, Flybrary facilities for free access to books, and the provision of free Wi-Fi services at airports. The Ministry has issued the following directions through the Directorate General of Civil Aviation (DGCA):

(i) Passengers travelling on the same PNR to be seated together, preferably in adjacent seats

- (ii) Carriage of sports equipment and musical instruments to be facilitated in a transparent and passenger-friendly manner, subject to applicable safety and operational regulations. Airlines shall also bring out clear, transparent policies for carriage of pets.
- (iii) Strict adherence to passenger rights framework, particularly in cases of delays, cancellations and denied boarding
- (iv) Prominent display of passenger rights across airline websites, mobile applications, booking platforms, and airport counters
- (v) Clear communication of passenger entitlements in regional languages to ensure wider accessibility and awareness.

**ANNEXURE IN REPLY TO RAJYA SABHA UNSTARRED QUESTION NO. 1604
DUE FOR ANSWER ON 03.08.2026**

ANNEXURE I

**Details of grievances received through the AirSewa Portal during the period
2023–2025**

Year	Total Received	With Rating (Feedback)	Without Rating (Feedback)
2023	14116	1275	12841
2024	19262	1390	17872
2025	29042	1320	27722

Year	Total Grievances Received through AirSewa Portal	Ticketing Fare & Refunds	Flight Delays
2023	14116	4,836	2,544
2024	19262	5,369	4,590
2025	29042	10,804	6,335
