

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO. : 1611
TO BE ANSWERED ON THE 3rd August 2026

PASSENGER COMPLAINTS AND RESOLUTION MECHANISMS

1611. SHRI RAJINDER GUPTA

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

- (a) whether Government has taken cognizance of the increase in complaints filed on the AirSewa portal against domestic airlines from 14,116 in 2023 to 29,042 in 2025 and if so, the reasons therefor;
- (b) whether Government has taken note of concerns, including those raised by a Parliamentary Committee, regarding the gap between complaints marked as resolved and passengers actually receiving refunds or compensation; and
- (c) whether Government proposes to integrate AI-based technology into the AirSewa grievance redressal system to link complaint closure with actual refund or compensation to passengers and if so, the details thereof?

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 category wise may be seen at Annexure I. In respect of Airline category, the complaints primarily relate to Ticketing, Fares & Refunds and Flight Delays.
- (b) The ministry regularly monitors AirSewa grievance redressal mechanism. Periodic stakeholder consultation including review of, inter alia, quality of redressal of grievance, adherence to Directorate General of Civil Aviation's (DGCA's) Civil Aviation Requirements (CARs) and parliamentary recommendations regarding AirSewa are undertaken.
- (c) At present, there is no such proposal under consideration of this Ministry in respect of linking complaint closure with actual refund or compensation to passengers.

ANNEXURE I

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 Behaviour	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 Behaviour	100	100	0
Taxi/Parking	105	105	0
Trolly/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 Worthiness	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 Behaviour	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 Behaviour	120	120	0
Taxi/Parking	160	160	0
Trolly/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 Worthiness	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
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	383	0
Baggage	3596	3596	0
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	3017	0
Person With Disability	113	113	0
Staff/Crew Behaviour	546	546	0
Ticketing Fare & Refunds	10804	10800	4
TOTAL	27105	27101	4

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	54	0
Seating/Waiting Area	48	48	0
Signages/Flight Display	17	17	0
Staff/Crew Behaviour	109	109	0
Taxi/Parking	121	121	0
Trolly/Amenities/Buggy/Wifi	36	36	0
TOTAL	1050	1050	0

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	19	0
Other	25	25	0
TOTAL	63	63	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthiness	10	10	0
Engineering Training School	0	0	0
EXAMINATION	0	0	0
Flying School	1	1	0
International Airlines	112	111	1
LICENSE	1	1	0
Manufacturer	0	0	0
MRO	2	2	0
OTHER	354	354	0
PERMIT & PERMISSION	23	23	0
TOTAL	503	502	1

HELICOPTERS

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

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