

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha
UNSTARRED QUESTION NO. : 740
(TO BE ANSWERED ON THE 24th July 2025)
DEFECTS REPORTED BY AIRLINES

740. SHRI ANTO ANTONY

SHRI K SUDHAKAR

ADV. ADOOR PRAKASH

SMT JYOTSNA CHARANDAS MAHANT

Will the Minister of CIVIL AVIATION

be pleased to state:-

(a) the number of defects reported and recorded for commercial airlines operating in India since 2021-22, year-wise;

(b) the total number of defects reported and recorded for commercial airlines since 2021-22, category-wise;

(c) the total number of investigations conducted by an appropriate authority with regard to such defects since 2021-22, year-wise;

(d) whether any airlines have failed to comply with Civil Aviation Requirements (CAR) including provisions for recording, reporting, investigating or rectifying defects and if so, the action taken thereon;

(e) the total number of passenger complaints filed with the Directorate General of Civil Aviation (DGCA) since 2021-22, year-wise; and

(f) the details of the steps/measures taken by the Government to strengthen and enforce safety standards in light of the recent aviation tragedy?

ANSWER

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

(a) to (c): Details of technical defects in aircraft reported since 2021 to 2025 (till 21.07.2025) are attached at Annexure A.;

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All defects reported by the airline to Directorate General of Civil Aviation (DGCA) are required to be investigated for taking appropriate rectification action. The investigation of all defects particularly major defects has to be completed expeditiously so as to take preventive/corrective action at the earliest possible. The major defect will be investigated by the operator in association with DGCA.;

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(d): DGCA has comprehensive regulations under Civil Aviation Requirements (CAR) which requires that the aircraft is maintained in accordance with the manufacturer and DGCA guidelines and all technical issues reported on the aircraft are rectified before the aircraft is released for flight. Under the system, airlines are required to ensure that the aircraft are maintained in a continuous state of airworthiness and all technical issues are rectified. DGCA has developed mechanism of conducting surveillance, spot checks, night surveillance etc. of the airlines/ organizations and personnel to ensure all regulatory requirements are complied with to ensure safety of passenger and aircraft. The observations/ findings made during surveillance, spot checks and night surveillance are provided to the airline for taking corrective action.;

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(e): Details are attached at Annexure B.;

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(f): Post-accident, DGCA enhanced the check and inspection of the critical component of safety assurance in order to identify and rectify immediate systemic issues. DGCA continuously reviews and updates its surveillance methodology based on risk assessment, operator performance, fleet performance and global best practices such as the guidelines issued by European Union Aviation Safety Agency (EASA) and Federal Aviation Agency (FAA).;

Annexure A

Technical defects reported to DGCA involving scheduled commercial airlines (2021-2025 (Till 21 July))

| S/N | AIRLINES | 2021 | 2022 | 2023 | 2024 | 2025 (Till 21 July) |
|--------------|---|-------------|-------------|-------------|-------------|------------------------------------|
| 1. | M/s Alliance Air | 04 | 03 | 07 | 51 | 00 |
| 2. | M/s Indigo | 179 | 215 | 246 | 46 | 62 |
| 3. | M/s Spicejet | 170 | 143 | 47 | 23 | 08 |
| 4. | M/s Tata Sia Airlines Ltd (Vistara) | 85 | 97 | 79 | 44 | - |
| 5. | M/s Air India Ltd (Air India + Air India Express) | 76 | 64 | 63 | 253 | 85 (61 – Air India Express) |
| 6. | M/s Akasa Air | - | 06 | 06 | 04 | 28 |
| TOTAL | | 514 | 528 | 448 | 421 | 183 |

Annexure B

Passenger Complaints received in DGCA since 2021

| Year | 2021 | 2022 | 2023 | 2024 | 2025 till 14th July |
|--|-------------|-------------|-------------|-------------|---|
| Total number of grievances received | 4131 | 3783 | 5513 | 4016 | 3925 |