

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
STARRED QUESTION NO. : 277
(TO BE ANSWERED ON THE 18th December 2025)

AIR SEWA PORTAL

277. SHRI ANIL FIROJIYA

SHRI PRATAP CHANDRA SARANGI

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the details and the current number of complaints received through the Air Sewa web portal and mobile application during the last three years;
- (b) the steps taken to resolve these grievances effectively;
- (c) whether the Government has conducted any recent assessment of passenger satisfaction regarding the complaint-redressal system of Air Sewa Web Portal and if so, the details and key findings thereof; and
- (d) whether the Government proposes to introduce new features to strengthen transparency and efficiency on the portal including a real-time dashboard or penalties for delays in complaint resolution by the stakeholders and if so, the details thereof?

ANSWER

Minister of CIVIL AVIATION (Shri Kinjarapu Rammohan Naidu)

(a) to (d) A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (D) IN RESPECT OF LOK SABHA STARRED QUESTION NO. 277 FOR REPLY ON 18.12.2025 REGARDING AIR SEWA PORTAL BY SHRI ANIL FIROJIYA AND SHRI PRATAP CHANDRA SARANGI. (a) The year-wise details of complaints received on the AirSewa web portal and mobile application during the last three years are at ANNEXURE I. (b) The Ministry of Civil Aviation has taken the following steps: i. A dedicated team for AirSewa Control Room housed in ministry to address grievances of Air Passenger. ii. Regular monitoring through periodic meeting with concerned stakeholder to review the resolution mechanism and status. iii. Service Level Agreement to resolve the grievance in the prescribed time. The SLA is at ANNEXURE II. (c) Ministry of Civil Aviation undertakes periodic assessment of user feedback received on the portal/mobile application, adherence to prescribed timelines for disposal of grievances and quality of redressal. The assessments indicate that a significant proportion of grievances are being disposed of as per the AirSewa Service Level Agreement (SLA). Overall level of passenger satisfaction with the grievance redressal mechanism has shown an improving trend over a period of time, particularly with regard to ease of filing complaints and tracking their status. At the same time, certain areas, such as flight delays, timely refunds and baggage delivery, have been identified as focus concerns. (d) There is no such specific proposal presently under consideration of this Ministry. The AirSewa Portal undergoes continuous technological and functional upgradation in compliance with statutory and operational requirements. The most recent enhancements include introduction of new grievance categories, namely "Air Fare" for High Air Fare.

ANNEXURE I

Year (1 st Jan to 31 st Dec)	Total Received	Total Resolved	Pending
2022	9649	9649	0
2023	14116	14116	0
2024	19262	19262	0
2025 (1 st Jan to 30 th Nov)	16591	16309	282

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
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