

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA

STARRED QUESTION NO. : 198

(TO BE ANSWERED ON THE 12th February 2026)

REDRESSAL OF URGENT PASSENGER GRIEVANCES

198. DR. SHASHI THAROOR

Will the Minister of CIVIL AVIATION

be pleased to state:-

(a) the mechanism in place for addressing urgent passenger grievances or immediate assistance needs that cannot wait for the prescribed 72-hour grievance redressal timeline;

(b) whether any fast-track or escalation protocol exists for such cases and if so, the details thereof;

(c) the percentage of grievances resolved out of the total complaints received by the Passenger Assistance Control Room since its operationalisation;

(d) the details of the complaints received, category-wise including delays, cancellations, refunds, baggage handling and airport services; and

(e) whether the Government has identified any systemic issues or recurring patterns based on the complaints received and if so, the details thereof along with the corrective measures taken/proposed to be taken to address them?

ANSWER

Minister of CIVIL AVIATION

(Shri Kinjarapu Rammohan Naidu)

(a) to (e): A statement is laid on the table of the house.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (E) IN RESPECT OF LOK SABHA STARRED QUESTION NO. 198 FOR REPLY ON 12.02.2026 REGARDING REDRESSAL OF URGENT PASSENGER GRIEVANCES ASKED BY SHRI SHASHI THAROOR.

(a) to (e): A 24x7 Passenger Assistance Control Room (PACR) has been established by the Ministry of Civil Aviation for real-time monitoring and resolution of grievances of air travellers, in coordination with airlines, airports and other relevant stakeholders for prompt resolution on a priority basis.

Since its operationalisation, approx. 97% of the passenger grievances have been addressed. The details of the complaints received till 09.02.2026, category-wise, are mentioned as under:

A. Social Media & Calls;

Refunds - 1153

Cancellation - 547

Baggage - 373

Delays - 157

B. Air Sewa Portal

Ticketing & Fare - 16634

Baggage - 5102

Flight Delays - 8498

Based on analysis of complaints received, certain recurring and systemic issues primarily relating to peak-hour congestion, flight disruptions due to operational and weather-related factors, refund, baggage handling delays, parking complaint, and passenger facilitation challenges, have been identified.

The corrective measures taken include:

- (i) Improved coordination among stakeholders
- (ii) Regular sensitisation and training of frontline staff
- (iii) Enhanced monitoring through digital grievance platforms

These measures are aimed at improving overall passenger experience and timely redressal of grievances.