

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO. : 2168
(TO BE ANSWERED ON THE 12th February 2026)

PASSENGER ASSISTANCE CONTROL ROOM

2168. SHRI BALABHADRA MAJHI
SHRI BHARATSINHJI SHANKARJI DABHI
SHRI KHAGEN MURMU
SHRI VISHNU DAYAL RAM
SHRI TRIVENDRA SINGH RAWAT

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the number of complaints received through the Passenger Assistance Control Room (PACR) since December 2025, category-wise;
- (b) whether repeated complaints against specific airlines or airports have been flagged and if so, the details thereof;
- (c) the technology features available such as omni-channel dashboards, stakeholder convergence and Passenger Charter compliance enhancing redressal speed; and
- (d) whether future measures have been identified to further strengthen manpower deployment, technological upgradation and scalability of PACRs with a view to prioritising a passenger-first ecosystem and if so, the details thereof?

ANSWER

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

(a) to (d): 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.

The details of the complaints received till 09.02.2026, category-wise, are mentioned as under

A. Social Media & Calls

Refunds related - 1153

Cancellation related - 547

Baggage related - 373

Delays related – 157

B. Air Sewa Portal

Ticketing & Fare - 16634

Baggage - 5102

Flight Delays – 8498

Airline-wise category-wise reports are also being generated and followed up for quick resolution.

PACR monitors the passenger grievances through a secure omni-channel dashboard integrating calls, emails, social media and complaints received through AirSewa. The passenger grievances are handled on a priority basis to ensure compliance with DGCA Civil Aviation Requirements (CARs) and Passenger Charter.

The PACR is upgradable and scalable to handle large-scale passenger grievances on a priority basis, keeping in view any major disruption affecting passengers.
