

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3293
(TO BE ANSWERED ON THE 12th March 2026)

MAINTENANCE DEFECTS IN AIRLINES

3293. SHRI KALYAN BANERJEE
Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the total number of defects relating to maintenance reported and recorded for domestic and commercial airlines since 2021-22;
- (b) the details of complaints registered categorically since 2021-22, year and company-wise and the action taken thereon;
- (c) whether few airlines have failed to comply with the Civil Aviation Requirements (CAR) including provisions for recording, reporting, investigating or rectifying defects in the same plane/flight and/or same category of planes since 2021-22 and if so, the details thereof, airline- wise along with the action taken thereon; and
- (d) the corrective steps/measures taken by the Government to strengthen and enforce safety standards in civil aviation, particularly in light of recent aviation tragedies?

ANSWER

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

(a) to (c): Details are attached at Annexure.;

(d): Directorate General of Civil Aviation (DGCA) ensures that the airline and the maintenance organisation continue to comply with the regulatory requirements against which they have been initially approved through a system of regulatory audits, night surveillances, ramp inspections, spot check and special audits etc. and in case of non-compliances, DGCA initiates enforcement actions against organisation and personnel, which may include warning, suspension, and cancellation, including the imposition of a financial penalty.

Further, DGCA has developed a digital monitoring service i.e. 'Track the Tail' hosted on eGCA platform to monitor critical technical and operational information related to individual aircraft throughout its operational lifecycle. The service provides continuous tracking of aircraft health and component performance, enabling early detection of safety issues and strengthens oversight of aircraft airworthiness and ensuring aviation safety standards.

Annexure

(a): Year-wise details of technical defects/snags reported in various airlines since 2021-22:

S. No.	Year	Total no. of defect/snag
1.	2021	526
2.	2022	536
3.	2023	470
4.	2024	421
5.	2025	353

(b): Year-wise details of passenger grievances filed with the DGCA since 2021-22:

S. No.	Mode of Grievance	Year-wise				
		2021	2022	2023	2024	2025
1.	Email and physical mode	Not Available	648 *	2106	1677	2251
2.	PG Portal	4131	3135	3146	2003	1306
3.	INGRAM	Not Available	Not Available	261	336	368
Total		4131	3783	5513	4016	3925

(*from 25 July 2022 to December 2022)

(c): Year-wise details of enforcement action taken by DGCA against airlines:

S No.	Organisation	2023	2024	2025
1.	Air India	75	96	116
2.	AIX Connect	12	13	03
3.	Air Asia	13	00	00
4.	Alliance Air	9	08	16
5.	Indigo	127	144	105
6.	GoAir	14	00	00
7.	SpiceJet	43	24	29
8.	Vistara	20	08	00
9.	SNV	11	27	17
Total		324	320	286