

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 39

(To be answered on the 29<sup>th</sup> January 2026)

**PASSENGER ASSISTANCE CONTROL ROOM**

39. SMT POONAMBEN HEMATBHAI MAADAM

Will the Minister of CIVIL AVIATION नागर विमानन मंत्री be pleased to state:-

- (a) whether the Government has taken steps to operationalise a 24/7 Passenger Assistance Control Room for air passengers and if so, the details thereof;
- (b) the details of the number of passenger grievances resolved through the said Passenger Assistance Control Room; and
- (c) whether any standard timelines have been fixed for the disposal of passenger grievances through the said Passenger Assistance Control Room and if so, the details thereof?

**ANSWER**

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Murlidhar Mohol)

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(a) to (c): Yes, the Ministry of Civil Aviation has operationalised a 24/7 Passenger Assistance Control Room (PACR) to ensure prompt and coordinated grievance redressal for air travellers, in coordination with airlines, airports and other relevant stakeholders.

Since its operationalisation, approximately 20,000 passenger queries have been addressed through PACR intervention.

The grievances received through the PACR are treated with priority and are taken up for passenger-centric resolution through coordinated action, continuous follow-ups and necessary directions to airlines and concerned stakeholders.