

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4519
(TO BE ANSWERED ON THE 19th March 2026)

AIRSEWA PORTAL

4519. MS. MAHUA MOITRA

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the total number of complaints received, disposed of and pending since the launch of AirSewa Portal, year and category-wise;
- (b) the details of average time taken for resolving complaints, category-wise; and
- (c) the number of baggage related complaints received against airlines since launch of AirSewa Portal, year and airline-wise?

ANSWER

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

(a) The data of total number of complaints received, disposed of and pending since the launch of AirSewa Portal, year-wise and category-wise may be seen at ANNEXURE I.

(b) The Complaints filed on AirSewa Portal is resolved as per Service Level Agreement (SLA). The SLA may be seen at ANNEXURE II.

(c) The number of Baggage related complaint received against airlines since launch of AirSewa Portal may be seen at ANNEXURE III.

ANNEXURE I

Year wise - 2016			
ALL AIRLINES CATEGORY REPORTS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	108	108	0
Check In & Boarding	35	35	0
Cleanliness	6	6	0
Flight Delays	85	85	0
Maintenance	6	6	0
Meal	16	16	0
Other	24	24	0
Person With Disability	3	3	0
Staff/Crew Behavior	13	13	0
Ticketing Fare & Refunds	120	120	0
TOTAL	416	416	0

ALL AIRPORTS CATEGORY REPORTS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	1	1	0
Baggage/Lost & Found	15	15	0
Cleanliness/Hygiene	23	23	0
Other	34	34	0
Person With Disability	2	2	0
Retail Shops/Food & Beverage	16	16	0
Seating/Waiting Area	10	10	0
Signages/Flight Display	7	7	0
Staff/Crew Behavior	0	0	0
Taxi/Parking	33	33	0
Trolley/Amenities/Buggy/Wifi	17	17	0
TOTAL	158	158	0

BCAS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0
OTHER	14	14	0
SECURITY CLEARANCES	0	0	0
SECURITY Program Approval	0	0	0
TOTAL	14	14	0

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	3	3	0
Departure	1	1	0
Other	0	0	0
TOTAL	4	4	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	0	0	0
Engineering Training School	0	0	0
EXAMINATION	0	0	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	1	1	0
Manufacturer	0	0	0
MRO	0	0	0
OTHER	9	9	0
PERMIT & PERMISSION	2	2	0

TOTAL	12	12	0
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HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrow Aircrafted	1	1	0
Pawan Hans Helicopters	1	1	0
TOTAL	2	2	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	11	11	0
Departure	2	2	0
Other	1	1	0
TOTAL	14	14	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	0	0	0
Other	2	2	0
Security Check	18	18	0
Terminal Entry	4	4	0
TOTAL	24	24	0

Year wise - 2017

**ALL AIRLINES CATEGORY
REPORTS**

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	478	478	0
Check In & Boarding	627	627	0
Cleanliness	22	22	0
Flight Delays	1180	1180	0
Maintenance	108	108	0
Meal	196	196	0
Other	366	366	0
Person With Disability	27	27	0
Staff/Crew Behavior	239	239	0
Ticketing Fare & Refunds	1150	1150	0
TOTAL	4393	4393	0

**ALL AIRPORTS CATEGORY
REPORTS**

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	59	59	0
Baggage/Lost & Found	109	109	0
Cleanliness/Hygiene	208	208	0
Other	344	344	0
Person With Disability	13	13	0
Retail Shops/Food & Beverage	196	196	0
Seating/Waiting Area	210	210	0
Signages/Flight Display	55	55	0
Staff/Crew Behavior	0	0	0

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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Taxi/Parking	163	163	0
Trolley/Amenities/Buggy/Wifi	157	157	0
TOTAL	1514	1514	0

BCAS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	11	11	0
OTHER	13	13	0
SECURITY CLEARANCES	5	5	0
SECURITY Program Approval	3	3	0
TOTAL	32	32	0

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	15	15	0
Departure	5	5	0
Other	6	6	0
TOTAL	26	26	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	6	6	0
Engineering Training School	5	5	0
EXAMINATION	41	41	0
Flying School	0	0	0

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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International Airlines	0	0	0
LICENSE	8	8	0
Manufacturer	0	0	0
OTHER	88	88	0
PERMIT & PERMISSION	47	47	0
TOTAL	196	196	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Aerotech Aviation India	3	3	0
Aman Aviation & Aerospace Sol.	1	1	0
HAL Rotary Wing Academy	1	1	0
Heritage Aviation	1	1	0
Pawan Hans Helicopters	3	3	0
TOTAL	9	9	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	23	23	0
Departure	57	57	0
Other	1	1	0
TOTAL	81	81	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	5	5	0
Other	27	27	0
Security Check	139	139	0

Terminal Entry	42	42	0
TOTAL	213	213	0

Year wise - 2018

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	344	344	0
Check In & Boarding	585	585	0
Cleanliness	23	23	0
Flight Delays	1515	1515	0
Maintenance	66	66	0
Meal	84	84	0
Other	377	377	0
Person With Disability	17	17	0
Staff/Crew Behavior	235	235	0
Ticketing Fare & Refunds	852	852	0
TOTAL	4098	4098	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	40	40	0
Baggage/Lost & Found	94	94	0
Cleanliness/Hygiene	125	125	0
Other	247	247	0
Person With Disability	4	4	0

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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Retail Shops/Food & Beverage	114	114	0
Seating/Waiting Area	153	153	0
Signages/Flight Display	39	39	0
Staff/Crew Behavior	5	5	0
Taxi/Parking	86	86	0
Trolley/Amenities/Buggy/Wifi	72	72	0
TOTAL	979	979	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0
OTHER	11	11	0
SECURITY CLEARANCES	2	2	0
SECURITY Program Approval	0	0	0
TOTAL	13	13	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	9	9	0
Departure	3	3	0
Other	8	8	0
TOTAL	20	20	0

DGCA

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	3	3	0
Engineering Training School	3	3	0

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EXAMINATION	4	4	0
Flying School	1	1	0
International Airlines	0	0	0
LICENSE	3	3	0
Manufacturer	0	0	0
MRO	3	3	0
OTHER	58	58	0
PERMIT & PERMISSION	15	15	0
TOTAL	90	90	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Aerotech Aviation India	1	1	0
Air Charter Services	1	1	0
Airmid Aviation Services	1	1	0
Himalayan Heli Services	2	2	0
Pawan Hans Helicopters	3	3	0
TOTAL	8	8	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	13	13	0
Departure	22	22	0
Other	3	3	0
TOTAL	38	38	0

SECURITY

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	3	3	0
Other	13	13	0

Security Check	64	64	0
Terminal Entry	22	22	0
TOTAL	102	102	0

Year wise - 2019

ALL AIRLINES CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	1104	1104	0
Check In & Boarding	1236	1236	0
Cleanliness	29	29	0
Flight Delays	3080	3080	0
Maintenance	115	115	0
Meal	204	204	0
Other	1165	1165	0
Person With Disability	58	58	0
Staff/Crew Behavior	370	370	0
Ticketing Fare & Refunds	3691	3691	0
TOTAL	11052	11052	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	55	55	0
Baggage/Lost & Found	265	265	0
Cleanliness/Hygiene	97	97	0

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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Other	337	337	0
Person With Disability	13	13	0
Retail Shops/Food & Beverage	95	95	0
Seating/Waiting Area	86	86	0
Signages/Flight Display	45	45	0
Staff/Crew Behavior	105	105	0
Taxi/Parking	183	183	0
Trolley/Amenities/Buggy/Wifi	53	53	0
TOTAL	1334	1334	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0
OTHER	15	15	0
SECURITY CLEARANCES	3	3	0
SECURITY Program Approval	1	1	0
TOTAL	19	19	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	31	31	0
Departure	7	7	0
Other	12	12	0
TOTAL	50	50	0

DGCA

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	10	10	0

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Engineering Training School	0	0	0
EXAMINATION	3	3	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	2	2	0
Manufacturer	0	0	0
MRO	0	0	0
OTHER	180	180	0
PERMIT & PERMISSION	12	12	0
TOTAL	207	207	0

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Bharat Hotels Ltd	1	1	0
Heritage Aviation	1	1	0
Himalayan Heli Services	6	6	0
Pawan Hans Helicopters	2	2	0
Thumbby Aviation	1	1	0
TOTAL	11	11	0

IMMIGRATION

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	15	15	0
Departure	18	18	0
Other	6	6	0
TOTAL	39	39	0

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	5	5	0
Other	40	40	0
Security Check	184	184	0
Terminal Entry	22	22	0
TOTAL	251	251	0

Year wise - 2020			
ALL AIRLINES CATEGORY REPORTS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	414	414	0
Check In & Boarding	608	608	0
Cleanliness	12	12	0
Flight Delays	813	813	0
Maintenance	25	25	0
Meal	62	62	0
Other	1336	1336	0
Person With Disability	27	27	0
Staff/Crew Behavior	140	140	0
Ticketing Fare & Refunds	15210	15210	0
TOTAL	18647	18647	0

ALL AIRPORTS CATEGORY REPORTS			
SUB CATEGORY	GRIEVANCE	GRIEVANCES	GRIEVANCE

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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	RECEIVED	CLOSED	PENDING
Air Conditioning/Maintenance	7	7	0
Baggage/Lost & Found	124	124	0
Cleanliness/Hygiene	51	51	0
Other	187	187	0
Person With Disability	6	6	0
Retail Shops/Food & Beverage	25	25	0
Seating/Waiting Area	30	30	0
Signages/Flight Display	12	12	0
Staff/Crew Behavior	60	60	0
Taxi/Parking	73	73	0
Trolley/Amenities/Buggy/Wifi	20	20	0
TOTAL	595	595	0

BCAS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0
OTHER	32	32	0
SECURITY CLEARANCES	3	3	0
SECURITY Program Approval	0	0	0
TOTAL	35	35	0

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	6	6	0
Departure	3	3	0
Other	17	17	0
TOTAL	26	26	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	15	15	0
Engineering Training School	0	0	0
EXAMINATION	8	8	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	1	1	0
Manufacturer	0	0	0
MRO	0	0	0
OTHER	481	481	0
PERMIT & PERMISSION	44	44	0
TOTAL	549	549	0

HELICOPTERS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Himalayan Heli Services	1	1	0
TOTAL	1	1	0

IMMIGRATION			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	14	14	0
Departure	20	20	0
Other	19	19	0
TOTAL	53	53	0

SECURITY			
SUB CATEGORY	GRIEVANCE	GRIEVANCES	GRIEVANCE

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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	RECEIVED	CLOSED	PENDING
Boarding Gate	3	3	0
Other	18	18	0
Security Check	76	76	0
Terminal Entry	11	11	0
TOTAL	108	108	0

Year wise - 2021

**ALL AIRLINES CATEGORY
REPORTS**

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	447	447	0
Check In & Boarding	632	632	0
Cleanliness	11	11	0
Flight Delays	498	498	0
Maintenance	13	13	0
Meal	35	35	0
Other	771	771	0
Person With Disabilty	17	17	0
Staff/Crew Behavior	119	119	0
Ticketing Fare & Refunds	10317	10317	0
TOTAL	12860	12860	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	13	13	0
Baggage/Lost & Found	93	93	0
CleanLiness/Hygiene	36	36	0
Other	237	237	0
Person With Disability	13	13	0
Retail Shops/Food & Beverage	19	19	0
Seating/Waiting Area	31	31	0
Signages/Flight Display	10	10	0
Staff/Crew Behavior	57	57	0
Taxi/Parking	80	80	0
Trolley/Amenities/Buggy/Wifi	20	20	0
TOTAL	609	609	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	4	4	0
OTHER	20	20	0
SECURITY CLEARANCES	1	1	0
SECURITY Program Approval	1	1	0
TOTAL	26	26	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	12	12	0
Departure	4	4	0
Other	19	19	0

TOTAL	35	35	0
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DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	4	4	0
Engineering Training School	0	0	0
EXAMINATION	3	3	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	2	2	0
Manufacturer	1	1	0
MRO	0	0	0
OTHER	174	174	0
PERMIT & PERMISSION	19	19	0
TOTAL	203	203	0

HELICOPTERS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Charter Services	1	1	0
TOTAL	1	1	0

IMMIGRATION			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	10	10	0
Departure	11	11	0

Other	5	5	0
TOTAL	26	26	0

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	4	4	0
Other	17	17	0
Security Check	84	84	0
Terminal Entry	9	9	0
TOTAL	114	114	0

Year wise - 2022			
ALL AIRLINES CATEGORY REPORTS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	1102	1102	0
Check In & Boarding	980	980	0
Cleanliness	31	31	0
Flight Delays	1142	1142	0
Maintenance	97	97	0
Meal	169	169	0
Other	685	685	0
Person With Disability	51	51	0
Staff/Crew Behavior	264	264	0
Ticketing Fare & Refunds	4057	4057	0
TOTAL	8578	8578	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	37	37	0
Baggage/Lost & Found	148	148	0
Cleanliness/Hygiene	39	39	0
Other	156	156	0
Person With Disability	9	9	0
Retail Shops/Food & Beverage	53	53	0
Seating/Waiting Area	36	36	0
Signages/Flight Display	16	16	0
Staff/Crew Behavior	56	56	0
Taxi/Parking	90	90	0
Trolley/Amenities/Buggy/Wifi	29	29	0
TOTAL	669	669	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	1	1	0
OTHER	8	8	0
SECURITY CLEARANCES	7	7	0
SECURITY Program Approval	0	0	0
TOTAL	16	16	0

CUSTOMS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
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Arrival	20	20	0
Departure	9	9	0
Other	12	12	0
TOTAL	41	41	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	7	7	0
Engineering Training School	0	0	0
EXAMINATION	0	0	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	0	0	0
Manufacturer	1	1	0
MRO	0	0	0
OTHER	93	93	0
PERMIT & PERMISSION	4	4	0
TOTAL	105	105	0

HELICOPTERS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Aman Aviation & Aerospace Sol	1	1	0
Aryan Aviation	1	1	0
Pawan Hans Helicopters	2	2	0
TOTAL	4	4	0

IMMIGRATION			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING

Arrival	15	15	0
Departure	15	15	0
Other	2	2	0
TOTAL	32	32	0

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	5	5	0
Other	27	27	0
Security Check	111	111	0
Terminal Entry	21	21	0
TOTAL	164	164	0

Year wise - 2023			
ALL AIRLINES CATEGORY REPORTS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	1756	1756	0
Check In & Boarding	1510	1510	0
Cleanliness	38	38	0
Flight Delays	2544	2544	0
Maintenance	159	159	0
Meal	249	249	0
Other	1045	1045	0
Person With Disability	99	99	0
Staff/Crew Behavior	421	421	0
Ticketing Fare & Refunds	4836	4836	0

TOTAL	12657	12657	0
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ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	50	50	0
Baggage/Lost & Found	206	206	0
Cleanliness/Hygiene	48	48	0
Other	279	279	0
Person With Disability	18	18	0
Retail Shops/Food & Beverage	64	64	0
Seating/Waiting Area	56	56	0
Signages/Flight Display	17	17	0
Staff/Crew Behavior	100	100	0
Taxi/Parking	105	105	0
Trolley/Amenities/Buggy/Wifi	44	44	0
TOTAL	987	987	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	0	0	0
OTHER	14	14	0
SECURITY CLEARANCES	10	10	0
SECURITY Program Approval	1	1	0
TOTAL	25	25	0

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	17	17	0
Departure	9	9	0
Other	8	8	0
TOTAL	34	34	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	8	8	0
Engineering Training School	0	0	0
EXAMINATION	2	2	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	1	1	0
Manufacturer	0	0	0
MRO	0	0	0
OTHER	130	130	0
PERMIT & PERMISSION	15	15	0
TOTAL	156	156	0

HELICOPTERS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Himalayan Heli Services	1	1	0
Thumbby Aviation	2	2	0
Trans Bharat Aviation	1	1	0
TOTAL	4	4	0

IMMIGRATION			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	12	12	0
Departure	19	19	0
Other	7	7	0
TOTAL	38	38	0

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	4	4	0
Other	35	35	0
Security Check	146	146	0
Terminal Entry	28	28	0
TOTAL	213	213	0

Year wise - 2024			
ALL AIRLINES CATEGORY REPORTS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Baggage	3043	3043	0
Check In & Boarding	1969	1969	0
Cleanliness	60	60	0
Flight Delays	4590	4590	0
Maintenance	235	235	0

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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Meal	245	245	0
Other	1536	1536	0
Person With Disability	80	80	0
Staff/Crew Behavior	501	501	0
Ticketing Fare & Refunds	5369	5369	0
TOTAL	17628	17628	0

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	39	39	0
Baggage/Lost & Found	249	249	0
Cleanliness/Hygiene	86	86	0
Other	228	228	0
Person With Disability	27	27	0
Retail Shops/Food & Beverage	67	67	0
Seating/Waiting Area	76	76	0
Signages/Flight Display	30	30	0
Staff/Crew Behavior	120	120	0
Taxi/Parking	160	160	0
Trolley/Amenities/Buggy/Wifi	42	42	0
TOTAL	1124	1124	0

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	1	1	0
OTHER	14	14	0
SECURITY CLEARANCES	6	6	0
SECURITY Program Approval	0	0	0
TOTAL	21	21	0

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	18	18	0
Departure	9	9	0
Other	10	10	0
TOTAL	37	37	0

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	16	16	0
Engineering Training School	0	0	0
EXAMINATION	4	4	0
Flying School	0	0	0
International Airlines	0	0	0
LICENSE	2	2	0
Manufacturer	1	1	0
MRO	0	0	0
OTHER	192	192	0
PERMIT & PERMISSION	9	9	0
TOTAL	224	224	0

HELICOPTERS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Global Vectra Helicorp	3	3	0
Pawan Hans Helicopters	1	1	0
Thumbby Aviation	1	1	0

TOTAL	5	5	0
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IMMIGRATION			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	8	8	0
Departure	20	20	0
Other	4	4	0
TOTAL	32	32	0

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	11	11	0
Other	15	15	0
Security Check	128	128	0
Terminal Entry	27	27	0
TOTAL	181	181	0

Year wise - 2025			
ALL AIRLINES CATEGORY REPORTS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Fare	383	382	1
Baggage	3596	3595	1

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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Check In & Boarding	1859	1859	0
Cleanliness	35	35	0
Flight Delays	6335	6335	0
Maintenance	187	187	0
Meal	230	230	0
Other	3017	3015	2
Person With Disability	113	113	0
Staff/Crew Behavior	546	546	0
Ticketing Fare & Refunds	10804	10800	4
TOTAL	27105	27097	8

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	25	25	0
Baggage/Lost & Found	327	327	0
Cleanliness/Hygiene	56	56	0
Other	235	235	0
Person With Disability	22	22	0
Retail Shops/Food & Beverage	54	53	1
Seating/Waiting Area	48	48	0
Signages/Flight Display	17	17	0
Staff/Crew Behavior	109	109	0
Taxi/Parking	121	121	0
Trolley/Amenities/Buggy/Wifi	36	36	0
TOTAL	1050	1049	1

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	1	1	0
OTHER	38	38	0

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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SECURITY CLEARANCES	4	4	0
SECURITY Program Approval	1	1	0
TOTAL	44	44	0

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	19	19	0
Departure	19	18	1
Other	25	24	1
TOTAL	63	61	2

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	10	10	0
Engineering Training School	0	0	0
EXAMINATION	0	0	0
Flying School	1	1	0
International Airlines	112	107	5
LICENSE	1	1	0
Manufacturer	0	0	0
MRO	2	2	0
OTHER	354	354	0
PERMIT & PERMISSION	23	23	0
TOTAL	503	498	5

HELICOPTERS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
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Himalayan Heli Services	1	1	0
Air Charter Services	1	0	1
Pawan Hans Helicopters	3	3	0
TOTAL	5	4	1

IMMIGRATION			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	13	13	0
Departure	40	40	0
Other	6	6	0
TOTAL	59	59	0

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	13	13	0
Other	34	34	0
Security Check	105	105	0
Terminal Entry	13	13	0
TOTAL	165	165	0

Year wise - 2026 Till 28-02-2026

**ALL AIRLINES CATEGORY
REPORTS**

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Fare	114	110	4
Baggage	2084	2041	43
Check In & Boarding	817	803	14
Cleanliness	14	14	0
Flight Delays	2927	2915	12
Maintenance	85	85	0
Meal	94	94	0
Other	1567	1551	16
Person With Disability	36	36	0
Staff/Crew Behavior	182	175	7
Ticketing Fare & Refunds	6180	6117	63
TOTAL	14100	13941	159

ALL AIRPORTS CATEGORY REPORTS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Conditioning/Maintenance	1	1	0
Baggage/Lost & Found	204	195	9
Cleanliness/Hygiene	22	22	0
Other	91	84	7
Person With Disability	6	6	0
Retail Shops/Food & Beverage	24	21	3
Seating/Waiting Area	17	17	0
Signages/Flight Display	10	9	1
Staff/Crew Behavior	47	45	2
Taxi/Parking	27	24	3
Trolley/Amenities/Buggy/Wifi	17	15	2
TOTAL	466	439	27

BCAS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
ENTRY Passes	1	1	0
OTHER	23	21	2
SECURITY CLEARANCES	6	5	1
SECURITY Program Approval	0	0	0
TOTAL	30	27	3

CUSTOMS			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	7	7	0
Departure	2	0	2
Other	3	3	0
TOTAL	12	10	2

DGCA			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Air Worthines	8	6	2
Engineering Training School	0	0	0
EXAMINATION	4	3	1
Flying School	0	0	0
International Airlines	56	52	4
LICENSE	2	2	0
Manufacturer	0	0	0
MRO	0	0	0
OTHER	145	125	20
PERMIT & PERMISSION	8	7	1
TOTAL	223	195	28

HELICOPTERS

SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Heritage Aviation	1	0	1
Thumbby Aviation	1	1	0
TOTAL	2	1	1

IMMIGRATION			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Arrival	3	3	0
Departure	23	21	2
Other	3	2	1
TOTAL	29	26	3

SECURITY			
SUB CATEGORY	GRIEVANCE RECEIVED	GRIEVANCES CLOSED	GRIEVANCE PENDING
Boarding Gate	6	5	1
Other	25	22	3
Security Check	59	46	13
Terminal Entry	4	4	0
TOTAL	94	77	17

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

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
19.03.2026

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

ANNEXURE III

The number of baggage related complaints received against airlines since the launch of AirSewa Portal, Year Wise and Airlines Wise Details. From 25/11/2016 to 28/02/2026

S.No.	Airlines	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	From 01/01/2026 to 28/02/2026		
												Received	Resolved	Pending
1	Aeroflot	0	1	1	16	2	0	1	0	1	0	0	0	0
2	Air Arabia	0	2	0	1	1	1	2	6	8	23	10	9	1
3	Air Asia Berhad (Intl Tickets)	0	0	0	0	0	0	1	15	22	20	13	13	0
4	Air Astana	0	0	0	1	0	0	1	2	3	6	0	0	0
5	Air Austral	0	0	0	1	0	0	0	0	0	0	0	0	0
6	Air Canada	2	2	5	3	2	0	8	10	2	1	4	4	0
7	Air China	1	0	0	4	0	0	0	0	0	0	0	0	0
8	Air Costa	1	2	0	0	0	0	0	0	0	0	0	0	0
9	Air France	0	1	0	2	0	1	9	5	5	9	11	4	7
10	Air India	20	120	92	302	114	144	249	307	635	616	303	302	1
11	Air India Express	0	0	0	0	0	0	25	9	223	411	117	117	0
12	Air Mauritius	0	1	2	1	0	0	0	1	0	1	0	0	0
13	Air Seychelles	0	1	0	0	0	0	0	1	0	0	0	0	0
14	AirAsia India	2	10	16	44	26	12	0	81	0	0	0	0	0
15	Akasa Air	0	0	0	0	0	0	6	45	53	112	70	70	0
16	All Nippon Airways	0	0	0	0	0	0	0	0	0	1	0	0	0
17	Alliance Air (India)	0	0	0	0	0	1	11	13	15	18	6	6	0
18	American Airlines	0	0	0	0	0	0	0	0	0	0	2	2	0
19	Azerbaijan Airlines	0	0	0	0	0	0	0	0	0	0	2	1	1

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON 19.03.2026

20	Asiana Airlines	0	0	1	0	0	0	0	0	0	0	0	0	0
21	Bhutan Airlines	0	0	0	0	0	0	0	0	1	0	0	0	0
22	Biman Bangladesh	0	0	0	0	0	0	0	0	1	0	0	0	0
23	British Airways	0	0	2	5	1	1	6	10	11	17	5	4	1
24	Cathay Pacific	0	0	1	1	0	0	0	1	7	2	4	4	0
25	China Eastern Airlines	0	0	0	1	0	0	0	0	0	0	2	1	1
26	China Southern	0	2	1	0	0	0	0	0	0	0	1	0	1
27	Delta Airlines	0	0	0	0	0	0	0	0	0	2	0	0	0
28	Dragon Air	0	0	0	0	1	0	0	0	0	0	0	0	0
29	Egypt Air	0	0	0	0	0	0	2	3	6	8	3	1	2
30	Emirates Airline	1	4	6	7	2	1	12	8	36	19	2	2	0
31	Ethiopian Airlines	0	1	0	4	0	0	9	7	20	22	6	4	2
32	Etihad Airways	1	7	4	6	6	6	5	13	11	31	4	4	0
33	Finn Air	0	0	0	1	0	1	0	1	1	0	0	0	0
34	Fly Dubai	0	1	0	2	1	0	1	0	5	1	2	2	0
35	FlyBig	0	0	0	0	0	2	0	2	1	2	1	0	1
36	GoAir	0	18	24	65	41	49	92	41	1	0	0	0	0
37	Gulf Air	2	0	2	5	0	0	5	7	8	4	8	7	1
38	IndiaOne Air	0	0	0	0	0	0	0	0	0	0	1	0	1
39	indiGo	52	74	75	310	101	99	328	624	1091	1654	1183	1182	1
40	Jet Airways	5	124	63	29	0	0	0	0	0	0	0	0	0
41	Jazeera Airways	0	0	0	0	0	0	0	0	0	0	2	2	0
42	Jetlite	0	0	1	0	0	0	0	0	0	0	0	0	0
43	Kenya Airways	0	3	0	1	0	0	1	2	2	21	1	0	1
44	KLM Airlines	0	1	1	1	0	0	7	6	1	7	5	3	2
45	Kuwait Airways	0	0	2	4	0	2	6	9	8	10	6	5	1
46	Lufthansa	0	2	0	3	2	1	17	20	22	28	8	5	3
47	Mahan Air	0	0	0	2	0	0	0	0	0	0	0	0	0
48	Malaysia Airlines	0	3	2	7	3	1	2	10	10	4	5	5	0

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON 19.03.2026

49	Malindo Airways	17	5	0	5	3	1	2	5	8	4	3	2	1
50	Nepal Airlines Corporation	0	0	0	3	0	0	0	0	0	0	0	0	0
51	Oman Airlines	0	5	1	5	3	2	3	7	7	9	12	10	2
52	Qatar Airways		3	1	11	0	2	7	28	21	26	11	8	3
53	Royal Jordanian	0	0	0	0	0	0	0	0	0	0	2	2	0
54	Salam Air	0	0	0	0	0	0	0	0	0	0	1	1	0
55	Saudia	0	1	0	7	0	0	5	11	8	11	2	2	0
56	Silk Air	0	1	0	0	0	0	0	0	0	0	0	0	0
57	Singapore Airlines	0	0	2	1	1	0	3	6	12	6	3	3	0
58	SpiceJet	4	71	24	192	61	71	133	245	476	396	219	218	1
59	Srilankan Airways	0	2	2	0	2	0	4	4	3	9	1	1	0
60	Star Air	0	0	0	0	0	0	0	1	5	7	7	7	0
61	Swiss Air	0	0	0	0	0	0	2	5	9	6	2	2	0
62	Thai Air Asia	0	0	2	2	1	0	0	0	0	0	0	0	0
63	Thai Airways	0	0	2	5	1	0	9	15	13	12	7	6	1
64	Thai Lion Air	0	0	0	0	0	0	0	0	1	7	3	3	0
65	Tiger Airways	0	1	0	1	0	0	0	0	0	0	0	0	0
66	TruJet	0	0	0	1	0	0	0	0	0	0	0	0	0
67	Turkish Airlines	0	2	2	5	1	0	3	15	10	11	10	9	1
68	United Airlines	0	0	0	2	2	0	0	0	4	1	2	2	0
69	United Airlines Bangladesh Ltd	0	0	0	0	0	0	0	0	1	0	0	0	0
70	Uzbekistan Airways	0	0	0	1	0	0	1	0	0	2	0	0	0
71	VietJet Air	0	0	0	0	0	0	13	12	17	34	11	8	3
72	Virgin Atlantic	0	0	0	0	0	1	5	0	2	5	1	1	0
73	Vistara	0	7	3	34	31	35	106	143	236	0	0	0	0
	Total	108	478	340	1104	409	434	1102	1756	3043	3596	2084	2044	40

ANNEXURE IN REPLY TO LOK SABHA UNSTARRED QUESTION NO. 4519 DUE FOR ANSWER ON
19.03.2026