

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO. : 6334
(TO BE ANSWERED ON THE 2nd April 2026)

PASSENGER ASSISTANCE CONTROL ROOM

6334. SHRI AMAR SHARADRAO KALE
SHRI JAGADISH SHETTAR

Will the Minister of CIVIL AVIATION

be pleased to state:-

(a) whether the Government has conducted any evaluation of the operational outcomes of the 24x7 Passenger Assistance Control Room (PACR) including improvements in grievance redressal timelines and coordination among aviation stakeholders and if so, the details thereof;

(b) the total number of passenger grievances resolved through the integration of PACR and AirSewa since their inception, category-wise including delays, cancellations, refunds and baggage-related issues;

(c) whether any standard operating framework has been prescribed for fare monitoring and intervention during operational disruptions to ensure passenger protection and market stability; and

(d) if so, the details thereof along with the steps being taken to further strengthen real-time passenger support systems through data analytics, automation and airline accountability mechanisms?

ANSWER

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

a): Yes, the Passenger Assistance Control Room (PACR) has improved the grievance redressal timelines, including refunds and cancellations.

(b): The number of passenger grievances handled through PACR and AirSewa integration, since its operationalisation is attached as annexure.

(c): Airfares are not subject to regulation by the Government, and airlines have the flexibility to determine their airfares based on their operational needs, while adhering to Rule 135 of the Aircraft Rules, 1937. However, it remains vigilant and intervenes in exceptional circumstances by adopting measures like redistributing capacity across various sectors and imposing temporary fare caps, such as during the pandemic, Maha Kumbh, Pahalgam incident & recently massive Indigo flight disruptions.

(d): To strengthen real-time passenger support and airline accountability mechanisms, measures have been taken, such as 24x7 real-time monitoring and resolution of grievances of air travellers received through AirSewa, PACR helpline numbers and social media channels, in coordination with airlines, airports and other relevant stakeholders to ensure prompt resolution on a priority basis.

Annexure

Category-wise details of the grievances received since PACR and AirSewa integration from 10 December 2025 to 27 March 2026:

Nature of grievance	PACR (Social media and Calls)		AirSewa (Portal + Email)	
	Received	Resolved	Received	Resolved
Delay	501	501	6771	6717
Refunds & Cancellation	4843	4843	14879	14590
Baggage	1002	985	4500	4391
Other categories	2002	1877	7624	6527
Total	8348	8206	33774	33043
