

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 78**

(To be answered on the 29th January 2026)

OPERATIONAL INDISCIPLINE IN AVIATION SECTOR

78. SHRI GAURAV GOGOI

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

- (a) whether the Government has taken cognisance of increasing passenger complaints related to flight delays, last-minute cancellations, poor communication and inadequate grievance redressal by domestic airlines and if so, the details thereof;
- (b) whether the Directorate General of Civil Aviation (DGCA) has conducted any recent audits or reviews of airline operations, customer service standards or compliance with safety and compensation regulations and if so, the details thereof;
- (c) the measures being taken to address the growing perception of regulatory laxity and operational indiscipline in the aviation sector;
- (d) whether the Government proposes to introduce stricter enforcement of passenger rights, compensation norms and service quality benchmarks under the Civil Aviation Requirements (CAR) and if so, the details thereof; and
- (e) the steps being taken to ensure that the ongoing expansion of India's aviation network does not come at the cost of safety, accountability and passenger welfare?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Murlidhar Mohol)

(a) to (e): Yes, the Government takes cognisance of passenger complaints regarding flight delays, last-minute cancellations, poor communication, and grievance redressal. DGCA has issued Civil Aviation Requirement (CAR) Section 3, Series M, Part IV titled on 'Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights to protect the interests of passengers.

DGCA regularly conducts surveillance inspections, spot checks, and monitoring of airlines to review compliance with safety standards, passenger rights, and compensation norms. Any discrepancies identified during these inspections are communicated to the respective airlines for corrective action.

To address concerns regarding regulatory laxity and operational indiscipline, DGCA follows a structured enforcement process. Corrective actions and enforcement measures are taken against airlines or personnel found in violation of regulatory norms to ensure accountability and operational discipline.
