

## **MoCA establishes Passenger Assistance Control Room (PACR) to accelerate passenger grievance redressal**

**PACR operates round-the-clock, continuously monitoring aviation operations, says MoCA Secretary Samir Kumar Sinha**

**13,000 grievances resolved through focused monitoring and expedited interventions since December 03, 2025**

**PACR anchored in a clear vision to place passenger at centre of India's civil aviation ecosystem**

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India's aviation sector has witnessed phenomenal growth over the past decade, particularly the last eleven years, leading to a sharp rise in passenger traffic and connectivity. While this expansion has brought significant success, it has also resulted in persistent challenges such as flight delays, refund-related grievances, baggage-related issues, congestion, long queues and inadequate passenger facilities at peak hours. These challenges underscored the need for a structured, coordinated and real-time response mechanism to address these passenger centric issues.



File Picture

Recognising these urgent needs, Ministry of Civil Aviation, under the leadership of Hon'ble Civil Aviation Minister Shri Ram Mohan Naidu, decided to establish a permanent, 24×7 Passenger Assistance Control Room (PACR). The initiative is spearheaded by Secretary, Ministry of Civil Aviation, Shri Samir Kumar Sinha, with the objective of institutionalising a unified, future-ready mechanism for passenger assistance and crisis response.



File Picture

Secretary Shri Samir Kumar Sinha informed, the PACR functions as an integrated hub bringing together officials from the Ministry of Civil Aviation, Directorate General of Civil Aviation (DGCA), Airports Authority of India (AAI), airline operators and other key stakeholders under one roof at Udaan Bhawan, in New Delhi. “The PACR operates round-the-clock, continuously monitoring aviation operations, attending to passenger calls and coordinating real-time assistance and grievance resolution very efficiently and effectively,” he added.

The AirSewa system has also been fully integrated into the PACR, enabling seamless handling of passenger grievances received through it. An omni-channel technology backbone converts passenger inputs into actionable cases, supported by data-driven dashboards that provide live visibility on grievance types, timelines and stakeholder actions. The physical presence of airline representatives within the Control Room allows immediate coordination and on-the-spot resolution of issues.

The Secretary expressed satisfaction that as of now, more than 13,000 passenger grievances have been resolved through focused monitoring and expedited interventions at the PACR since December 03, 2025. In addition, over 500 call-based interventions have been undertaken to directly assist passengers during operational disruptions. Grievances related to flight delays, cancellations, refunds and baggage issues are prioritised and addressed in accordance with the provisions of the Passenger Charter.

The PACR is anchored in a clear vision to place the passenger at the centre of India's civil aviation ecosystem. It is guided by the principles of Passenger First, Collaborative Action, Stakeholder Convergence and a Future-Ready, technology-driven framework that enables real-time coordination, data-supported decision-making and scalable operations for sustained improvement in passenger assistance.



Shri Samir Kumar Sinha personally visits the PACR on a daily basis to review operations and ensure the speedy redressal of passenger grievances. The leadership and support of the Chairman, Airports Authority of India; Joint Director General, DGCA; Deputy Director General, MoCA and other senior officials of the Ministry have been instrumental in ensuring its effective functioning.

The marked improvement in the speed, transparency and effectiveness of grievance redressal has received positive feedback from air passengers and stakeholders alike. The Secretary said, “The Ministry of Civil Aviation reaffirmed its commitment to further strengthen the PACR by providing dedicated manpower, enhanced technological support and improved logistical facilities, ensuring that the system continues to serve passengers with empathy, efficiency and accountability at all times.”

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