

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha
UNSTARRED QUESTION NO. : 3153
(TO BE ANSWERED ON THE 7th August 2025)

AIRSEWA PORTAL

3153. SHRI BRIJMOHAN AGRAWAL

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the details and objectives of AirSewa Portal and the date on which it was launched;**
- (b) the details and the number of users registered on the AirSewa Portal since its launch, year-wise;**
- (c) the total number of complaints lodged by the air passengers through the AirSewa Portal since its launch, year-wise;**
- (d) the present status of all such complaints received and the actions taken against airlines, airport operators, etc.;**
- (e) whether the Government has received complaints regarding usability and technical issues while using the AirSewa Portal and if so, the details thereof; and**
- (f) whether the Government proposes to provide API access of AirSewa to various online travel agents and aggregators and if so, the details thereof?**

ANSWER

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

(a) The AirSewa Portal is an initiative of the Ministry of Civil Aviation, launched on 25th November 2016. It offers a unified platform for Air Passenger grievance redressal in time-bound manner.

(b) The year-wise details and number of users registered on the AirSewa Portal are as under:

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Year	Total Users
2016	346
2017	4147
2018	5318
2019	20105
2020	19288
2021	18498
2022	26390
2023	32805
2024	29790
2025 (till 31st July)	10428
Total	167115

(c) The year-wise details of the complaints received on the Portal are as under;;

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Year	No. of Complaints.;
2016	644;
2017	6464;
2018	5277;
2019	12964;
2020	19573;
2021	13676;
2022	9649;
2023	14116;
2024	19262;
2025 (till 31st July)	8209;
Total	109834

(d) Complaints are routed to designated nodal officers of the concerned airlines, airport operators, or other stakeholders for resolution as per Service Level Agreement (SLA) and Passenger Charter. A total of 1,09,834 complaints were lodged on the AirSewa Portal during the period from 25.11.2016 to 31.07.2025, out of which 1,09,664 complaints have been resolved. The Ministry monitors resolution timelines and user feedback through a dashboard system. The stakeholders wise data may be seen at Annexure.;

(e) Issues regarding user signup, multiple verification and unresponsive server with regard to AirSewa Portal have come to the cognizance of Ministry through various channels such as Social media, Emails, Telephone Calls etc. AirSewa has a dedicated Control Room housed in Ministry of Civil Aviation to address the Air Passenger Grievances including complaints regarding usability and technical issues of AirSewa portal. The Ministry has resolved such issues as and when received in coordination with the Control Room and Technical back-end Team.

(f) As of now, no such proposal is under consideration of Ministry.

Annexure

Annexure in reply of Lok Sabha Unstarred Question no. 3153 for answer on 07.08.2025

Present Status of Grievances from 25-11-2016 to 31-07-2025

S.No	Stakeholders	Received Grievances	Closed Grievances	Pending Grievances
1	Airlines	97436	97297	139
2	Airports	8262	8252	10
3	BCAS	205	205	0
4	Customs	284	283	1
5	DGCA	1831	1820	11
6	Helicopter	48	47	1
7	Immigration	364	364	0
8	Security	1404	1396	8
	Total	109834	109664	170
