

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
STARRED QUESTION NO. : 172
(TO BE ANSWERED ON THE 30th July 2026)

AWARENESS REGARDING PASSENGER RIGHTS

172. SHRI SURESH KUMAR SHETKAR

Will the Minister of CIVIL AVIATION

be pleased to state:-

(a) whether the Government has assessed that awareness among passengers regarding their civil aviation rights remains low and if so, the details thereof along with the steps taken to conduct nationwide awareness campaigns and improve transparency;

(b) whether the digital platforms for filing passenger complaints are user-friendly and effective and if so, the details thereof including the statistics on their usage, complaint resolution rates and the improvements proposed;

(c) whether the Government proposes to introduce stricter penalties including suspension of licences for repeated violations by airlines and if so, the details thereof including the Policy changes under consideration;

(d) whether the recent surge in air traffic has adversely affected service quality and compliance with passenger rights and if so, the details thereof along with the measures taken to ensure that airlines maintain the prescribed standards; and

(e) whether the Government proposes to amend the existing aviation regulations to strengthen passenger protections, if so, the details thereof and if not, the reasons therefor?

ANSWER

Minister of CIVIL AVIATION (Shri Kinjarapu Rammohan Naidu)

(a) to (e): A statement is laid on the table of the house.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (E) IN RESPECT OF LOK SABHA STARRED QUESTION NO. 172 FOR REPLY ON 30.07.2026 REGARDING "AWARENESS REGARDING PASSENGER RIGHTS" BY SHRI SURESH KUMAR SHETKAR

(a): Ministry of Civil Aviation (MoCA) has issued the Passenger Charter to ensure that air travellers are aware of their rights and responsibilities. The Charter outlines passengers' rights in situations such as flight delays, flight cancellations, denied boarding due to overbooking, ticket refunds, flight diversions, medical emergencies and lost, delayed or damaged baggage.

To enhance passenger awareness, all airports are required to display a QR code linking to the Passenger Charter under the heading "Know Your Rights When You Fly" at check-in counters, boarding gates and other prominent locations within airport terminals. In addition, all airlines have been instructed to share the link to the Passenger Charter at the time of ticket booking through digital messages or by displaying it on the ticket itself.

(b): The AirSewa portal, an initiative by MoCA, enables grievance redressal in a time-bound manner and provides a one-stop solution for hassle-free air travel. It allows passengers to submit and track grievances related to various stakeholders such as Airlines, Airports, Security, DGCA, Customs, Immigration, BCAS under various grievance categories including Baggage Claim.

Further, the Ministry has established a permanent, 24*7 Passenger Assistance Control Room (PACR) to enhance passenger-centric governance. This initiative integrates MoCA, DGCA, AAI and airlines for real-time monitoring of flight disruptions, baggage issues and refunds, aiming to accelerate grievance redressal and improve the overall travel experience.

The total grievances received during the period from 01.01.2026 to 30.06.2026 were 64,641, of which 64,546 have been resolved, resulting in resolution rate of 99.85%.

(c): Directorate General of Civil Aviation (DGCA) has issued various passenger centric Civil Aviation Requirements (CARs), to ensure adequate protection for air travellers and safeguard the interests of the travelling public. To monitor compliance with the provisions of the relevant CAR by the airline, DGCA

conducts surveillance inspections and spot checks at airports across the country. In case of non-compliance, enforcement action, including imposition of financial penalty, is taken by DGCA.

(d): Passenger traffic at airports vary depending on several factors such as seasonal demand, festivals, holidays, and airline schedules. During peak travel periods, higher passenger footfall may be observed at some airports which could lead to temporary congestion. However, airport operators continuously monitor passenger traffic and take necessary operational measures to ensure smooth passenger facilitation and efficient airport operations.

(e): In order to ensure appropriate protection for the air travellers, DGCA has issued following passenger centric regulations/circulars to safeguard the interest of the travelling public:

- (i) Carriage by Air of Persons with Disability and/ or Persons with Reduced Mobility (CAR Section 3, Series M, Part I).
- (ii) Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights (CAR Section 3, Series M, Part IV).
- (iii) Refund of Airline Tickets to Passengers (CAR Section 3, Series M, Part II).

The above CARs are revised from time to time to enhance passenger protection.
