

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3197
(To be answered on the 7th August 2025)**

SAFETY OF AIR PASSENGERS

3197. SMT PRATIMA MONDAL

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the steps taken by the Government to improve air passenger safety and regulatory compliance among domestic and foreign carriers operating in the country, especially in the aftermath of the recent Ahmedabad plane crash;**
- (b) the data on the economic impact and employment generation resulting from the disinvestment and privatization of airports including key lessons learned and safeguards adopted for future transactions; and**
- (c) the measures being implemented to strengthen passenger grievance redressal mechanisms and to ensure accountability of airlines and airport operators with respect to service quality standards?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Murlidhar Mohol)

(a): The Directorate General of Civil Aviation (DGCA) has a structured surveillance and audit framework in place i.e. planned and unplanned surveillance of organisation /aircraft, which includes regular and periodic audits, spot checks, night surveillance and ramp inspections across all operators, maintenance organizations.

DGCA continuously reviews and updates its surveillance methodology based on risk assessment, operator performance, fleet performance and global best practices such as the guidelines issued by European Union Aviation Safety Agency (EASA) and Federal Aviation Administration (FAA).

DGCA mandates requirements to develop & establish Aerodrome Emergency Plan vide DGCA CAR Section 4, Series B, Part 1, Para 9.1 for all licensed airports to prepare an aerodrome to cope with an emergency occurring at the aerodrome or its vicinity. These plans are tested periodically and updated on

the basis of recommendations received as outcome of any case study or Accident/Incident report

(b): Airports have emerged as a nucleus of economic activities and have multiplier effect on the economy of the State. The linkage between the Civil Aviation Sector and Economic Growth is well recognised. International Civil Aviation Organisation (ICAO) study shows that the air connectivity has an economic multiplier of 3.25 and employment multiplier of 6.1.

Airports of Airports Authority of India (AAI) are leased out for their better management, utilising private sector efficiency and investment. States and passengers are the ultimate beneficiary of enhanced airport infrastructure and facilities created by private partner, which operate, manage and develop the leased airport under Public Private Partnership (PPP). With the additional investments and development in the airports by PPP partners, there is increased economic activity, which in turn creates additional jobs. Further, the revenue received by AAI from the leased airports is also utilised for the development of airport infrastructure across the country.

(c): As per the prevailing regulations, airline/airport operators are required to appoint a Nodal officer and Appellate Authority to settle the grievances of the passengers in a time bound manner. Airline/Airport Operators are required to conspicuously display the details of the Nodal Officers and Appellate Authorities indicating their names, contact numbers and email addresses on their respective websites and display them in a conspicuous manner at key areas of the airport. Airlines/airport operators are required to ensure that the grievances from the passengers are acknowledged immediately and redressed at the earliest. The passengers can also register their grievance through the "AirSewa" web-portal / mobile application.
