



Citizen-Centric Governance in Aviation

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Syllabus Connection: GS Paper II (Governance & Redressal Mechanisms)

Contemporary News Pivot

The Ministry of Civil Aviation (MoCA) operationalized the **Passenger Assistance Control Room (PACR)** in December 2025 at Udaan Bhawan, New Delhi. It has reportedly resolved over 13,000 grievances in its inaugural month.

Operational Framework

- **Integrated Stakeholder Hub:** PACR is a physical room where officials from the **DGCA, AAI**, and private airlines sit together. This breaks "departmental silos," allowing for on-the-spot decisions regarding flight delays or cancellations.
- **Omni-channel Integration:** It integrates the existing **AirSewa 4.0** digital platform with real-time call-based interventions.
- **The "Passenger First" Charter:** This initiative institutionalizes the **Citizen's Charter** in aviation. For Mains, use this as an example of "**Responsiveness in Administration**"—moving from passive online complaint filing to active real-time resolution.