



Institutionalizing Passenger Rights: PACR

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Syllabus Connection: GS Paper II (Governance - Statutory & Regulatory Bodies)

Contemporary News Pivot

The Ministry of Civil Aviation's **Passenger Assistance Control Room (PACR)** has moved from a pilot phase to a permanent institution at **Udaan Bhawan, New Delhi**. As of late December 2025, it has successfully resolved over 13,000 grievances.

Governance Architecture

- **Integrated Stakeholder Convergence:** The PACR is unique because it forces physical co-location. Representatives from the **DGCA** (Regulator), **AAI** (Infrastructure provider), and **Airlines** (Service providers) work in the same room. This eliminates the "ping-pong" effect where passengers are redirected between different entities.
- **Operational Priority:** The system uses an **omni-channel tech backbone** to prioritize high-impact issues: flight cancellations, refund delays, and baggage loss.
- **The "Future-Ready" Model:** For your GS II answers on *Citizen Charters*, cite PACR as a move toward **"Real-time Accountability,"** shifting from a post-facto complaint system to active crisis management during peak travel disruptions (like winter fog).