

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 1300  
(TO BE ANSWERED ON THE 19<sup>th</sup> December 2022)**

**CANCELLATION OR PRE-PONEMENT OF INDIGO FLIGHTS**

1300. SHRI NARANBHAI J. RATHWA

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) whether it is a fact that IndiGo Airlines during the last one year either cancelled or preponed their flights both domestic and international without intimation to passengers;
- (b) if so, the details of flights of IndiGo cancelled, pre-poned or re-scheduled during the last one year; and
- (c) the guidelines of Director General Civil Aviation (DGCA) in this regard and whether DGCA has taken any action in this regard against airlines and if not, the reasons therefor?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a): M/s IndiGo Airlines has conveyed that they inform all their passengers about any changes in the flights schedule, on the contact details submitted by the passenger while making the booking.

(b): As per traffic data submitted by the Airlines to the Directorate General of Civil Aviation (DGCA), the details of flights cancelled by M/s Indigo in percentage terms with respect to its schedule operations is as under:

Month of 2022	Percentage of flights cancelled
January	1.62
February	0.22
March	0.28
April	0.09
May	1.15
June	0.6
July	1.23
August	1.15

September  
October

0.77  
0.25

(c): DGCA has issued Civil Aviation Requirement (CAR) Section 3, Series M, Part IV titled as 'Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights' in order to reduce inconvenience caused to the passengers due to cancellations of the flights by the airlines, without due notice to the passengers booked on the flight.

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