

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Rajya Sabha
UNSTARRED QUESTION NO. : 2570
TO BE ANSWERED ON THE 24th March 2025
FLIGHT DELAYS AND CANCELLATIONS EXPERIENCED BY
INDIGO PASSENGERS

2570. DR. KANIMOZHI NVN SOMU

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

- (a) whether Government is aware about the significant flight delays and cancellations experienced by IndiGo passengers in December 2024, including a 15-hour delay on 28th December and over 400 passengers stranded in Istanbul for more than 24 hours, and also frequent delays in airports across the country;**
- (b) if so, the details of these delays, including the percentage of delayed flights by departure location; and**
- (c) the measures being taken to improve airport infrastructure, air traffic management and overcrowding?**

ANSWER

**Minister of State in the Ministry of CIVIL AVIATION
(Shri Murlidhar Mohol)**

(a): Flights get delayed due to various extraordinary reasons viz. weather, technical, operational, ATC, ramp, airport issues, etc. which could not have been avoided even if all reasonable measures had been taken by the airline.

On 28th December 2024, the Istanbul flight of Indigo was initially delayed due to technical issues that led to creeping delays, ultimately resulting in the aircraft being grounded at Mumbai. Consequent to the grounding of Mumbai-Istanbul flight, Indigo's Istanbul-Mumbai flight on the same date experienced a delay of approximately 5 hours and 25 minutes, due to the procedural

formalities and necessary approvals required for deploying a relief aircraft from Turkish Airlines.

Additionally, the airline provided facilities to the passengers as per the provisions mentioned in the DGCA CAR Section 3, Series M, Part IV titled 'Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights' including Regular refreshments, Hotel accommodation for all affected passengers, along with transportation to and from the hotel, alternate flights, etc.

(b): The details of on-time performance during December 2024 at four major airports by Indigo is placed at Annexure.

(c): To improve the aviation infrastructure to facilitate the flights passengers in the country, Airports Authority of India(AAI) had embarked upon a CAPEX plan of 23000 Crores during 5 years (2025-29) for development/upgradation / modernization of various airports in the country to meet the requirement of Air traffic /passengers growth which includes New Airports, expansions/ Modification of existing terminal, addition of new passenger facilities, New terminals, expansions/ strengthening of existing runways, aprons, ANS work like control tower, technical block etc.

AAI has taken initiatives on Air Traffic Management, Safety and Capacity Expansion as under:

(i): ATS routes based on the Performance Based Navigation (PBN)

(ii): PBN Instrument Approach to Land (IAL) procedures including GAGAN procedures at various airports

(iii): GNSS based Standard Instrument Departures (SID) and Standard Instrument Arrivals (STAR).

(iv): Surveillance based separation has been reduced from 10NM to 5NM in ATS airspace under surveillance coverage.

Steps taken at major airports for decongestion are as follows:

(i): Inline baggage screening facility

(ii) : Digi-Yatra facility

(iii): Self-baggage drop facility

(iv) : CUTE & CUSS Passenger processing system

(v): Additional X-BIS machines have been provided at identified airports for fast processing of passengers

(vi): Swing operation (use of International security hold area for domestic movements) has been implemented at some airports for fast processing of passengers

(vii): Staggering of flight schedule to avoid bunching of flights during peak hours

Annexure

Airport	Total Departures	No. of Flights Delayed	% On –time performance
Delhi	6884	1506	78.1
Mumbai	4982	1971	60.4
Hyderabad	5271	1263	76.0
Bengaluru	5719	1351	76.4