

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA

STARRED QUESTION NO. : 24
TO BE ANSWERED ON THE 2nd February 2026

**INITIATIVE FOR THE CONVENIENCE OF PASSENGERS DURING
FOG/LOW VISIBILITY**

24. SMT DARSHANA SINGH

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

(a) whether airlines have been issued timely operational guidelines to ensure passenger safety and convenience during fog and low-visibility conditions;

(b) whether the effective implementation of these guidelines has recently led to a reduction in passenger complaints and an improvement in service quality; and

(c) whether any plan has been proposed to further strengthen technological upgrades, digital information systems, AI-based coordination and procedural improvements in future, if so, the details thereof?

ANSWER

Minister of CIVIL AVIATION (Shri Kinjarapu Rammohan Naidu)

(a) to (c): A statement is laid on the table of house.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (C) IN RESPECT OF RAJYA SABHA STARRED QUESTION NO. 24 FOR REPLY ON 02.02.2026 REGARDING "INITIATIVE FOR THE CONVENIENCE OF PASSENGERS DURING FOG/LOW VISIBILITY" BY SMT DARSHANA SINGH

(a): Directorate General of Civil Aviation (DGCA) has issued the Operational Circular (OC) 3 of 2025 in regard to a comprehensive framework for preparedness, all-weather operations & passenger facilitation.

Prior to onset of fog, Ministry held various meetings with DGCA, Bureau of Civil Aviation Security (BCAS), Indian Meteorological Department (IMD), Indian Air Force (IAF) and other stakeholders including airline operators, Airports Authority of India (AAI) & private aerodrome operators to assess preparedness for low-visibility operations. Airlines were directed to adjust flight schedules to exclude CAT II/CAT III non-compliant aircraft and to only schedule CAT II/CAT III qualified crew during fog period.

Further, Ministry and DGCA has issued directions in the form of SOP to all schedule airlines in view of the fog-induced disruptions and adverse weather conditions at airports causing delays, cancellations and inconvenience to passengers. AAI has also issued fog preparedness manual for guidance and implementation at AAI airports.

(b) & (c): Ministry has established a permanent, 24x7 Passenger Assistance Control Room (PACR) to enhance passenger-centric governance. This initiative integrates MoCA, DGCA, AAI, and airlines for real-time monitoring of flight disruptions, baggage issues, and refunds, aiming to accelerate grievance redressal and improve the overall travel experience. Response of the passengers regarding this initiative has been largely positive. Many passengers have expressed satisfaction that their grievances are acknowledged and resolved promptly, and have conveyed their appreciation.

Airline operators and aerodrome operators also utilise digital information system for passenger facilitation.
