

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. : 169**

TO BE ANSWERED ON THE 2nd February 2026

**COMPENSATION AND HIGH AIRFARES DURING CRISIS**

169. SHRI SANT BALBIR SINGH

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

- (a) whether IndiGo or any other airline has compensated passengers stranded at airports due to flight cancellations and delays;
- (b) if so, the details of compensation paid and the guidelines followed; and
- (c) the action taken by Government against airlines for charging exorbitant air fares during crisis situations, including regulatory or punitive measures imposed?

**ANSWER**

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

(a) to (b) : In order to ensure appropriate protection for the air travellers during the cancellation and delay of flights and to safeguard the interests of the travelling public, Directorate General of Civil Aviation (DGCA) has issued CAR Section 3, Series M, Part IV on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". As per the provisions mentioned in the said CAR, in case the passenger is not informed about the flight cancellation within 24 hours of scheduled time of departure, airlines are liable to provide alternate flight as acceptable to the passenger or provide compensation in relation to block hour in addition to the full refund of the air ticket. In compliance with the said CAR, airline-wise details of the amount spent on compensation and facilitation of passengers during December 2025, as submitted by the major airlines, are at Annexure-A.

(c): Airfares are not subject to regulation by the Government. However, the Government maintains a vigilant oversight role, intervening in exceptional circumstances such as during Pandemic and the recent massive flight disruptions witnessed in early December 2025 in order to maintain pricing discipline in the market and prevent any opportunistic pricing practice by the airlines during crisis. In such instances, the government imposed temporary fare caps or redistribute capacity across various sectors, in order to ensure welfare of the passengers.

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**Annexure –A**

**Amount spent on compensation and facilitation of passengers during December 2025**

<b>Airline</b>	<b>Amount Spent (Lakhs)</b>
Air India Group	74.61
Akasa Air	21.06
Indigo*	2268
Spice Jet	40.09

\*IndiGo (till 28<sup>th</sup> January, 2026), has made compensation of Rs 22.68 crores. The process of compensation is under progress subject to necessary confirmation from passengers and document verification.