

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. : 990**

TO BE ANSWERED ON THE 9th February 2026

**FLIGHT CANCELLATION DUE TO INDIGO MISMANAGEMENT**

990. SHRI ABDUL WAHAB

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

- (a) provide the details that has led to recent large-scale cancellations of IndiGo flights and the resulting congestion and chaos at several airports, which caused severe inconvenience to passengers;
- (b) the steps that were taken by Government and the DGCA to enforce passenger rights regarding timely information, refunds, compensation, food, accommodation, and alternate arrangements;
- (c) whether complaints were received from affected passengers, and if so, the number thereof; and
- (d) whether accountability has been fixed on the airline, and regulatory measures that are being introduced to prevent such operational failures and protect passenger rights in the future?

**ANSWER**

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

(a) : IndiGo Airlines experienced significant operational disruptions in early December 2025, resulting in widespread flight delays and cancellations. The primary causes for the disruption were over-optimization of operations, inadequate regulatory preparedness along with deficiencies in system software support and shortcomings in management structure and operational control on the part of M/s IndiGo.

(b) : To protect passenger interests, the Ministry of Civil Aviation (MoCA) imposed a temporary cap on airfares to prevent overcharging following flight cancellations and demand surge, which resulted in moderation of fares on affected routes. Airlines were directed to strictly adhere to revised fare structures, process refunds for cancelled or severely delayed flights within stipulated timelines, and allow rescheduling without any additional charges. In addition, MoCA activated a 24\*7 Control Room for real-time monitoring of flight operations, airport conditions and passenger grievances, while airport operators strengthened on-ground facilitation to ensure smooth passenger movement and compliance with passenger service norms. DGCA has also taken the following actions:

- (i) Issued cautions and warnings to senior management for deficiencies in oversight, planning, and implementation of revised FDTL norm, directed removal of the concerned SVP from operational responsibilities and sought a compliance report.
- (ii) Imposed a one-time financial penalty of 22.20 crore for non-compliance with directions under Rule 133A of the Aircraft Rules, 1937.

(iii) Directed IndiGo to furnish a bank guarantee of 50 crore in favour of DGCA to ensure compliance and long-term corrective measures.

(c) and (d) : During the month of December 2025, a total of 26999 passenger complaints were received by Indigo, as submitted by the airline as a part of the monthly submission of traffic data to DGCA. The airline was directed to undertake necessary measures to stabilise operations, mitigate passenger inconvenience and provide assistance to stranded passengers at airports. Further, the airline was also directed to ensure that refunds and compensation is paid strictly in accordance with the provisions of Civil Aviation Requirements (CAR), Section 3, Series M, Part IV, issued by the DGCA, either in cash, through bank transfer, or in the form of travel vouchers, subject to the consent of the passenger.

Regular monitoring, inspections and audits are carried out to ensure airline compliance. Airlines are required to adhere strictly to compensation, refund and facilitation norms, and enforcement action, including penalties, is taken in cases of non-compliance.

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