GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 698
(To be answered on the 4th December 2025)

SOFTWARE GLITCH AT IGI AIRPORT

698.   DR. GANAPATHY RAJKUMAR P
             SHRI DHAIRYASHEEL SAMBHAJIRAO MANE
             THIRU THANGA TAMILSELVAN
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   Will the Minister of CIVIL AVIATION नागर विमानन मंत्री   be pleased to state:-

(a) whether the Government is aware of the fact that Air Traffic Control
(ATC) software glitch/spoofing of navigation at Indira Gandhi International Airport
on 7th and 8th November, 2025 had delayed/cancelled more than 800 flights and
affected over a lakh passenger and if so, the details thereof along with the total loss
occurred to the airlines;
(b) whether the Government has given any suitable instructions to the Airport
   Authority of India (AAI) to upgrade the systems at busy airports in order to
   handle the increasing air traffic in future and if so, the details thereof;
(c) whether the Government has ordered any inquiry into the incident to identify
   lapses in maintenance or cybersecurity protocols and if so, the details and the
   outcome thereof; and
(d) whether the DGCA has taken any action/measures to strengthen system
   resilience and ensure timely backup to avoid such incident in future and if so,
   the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION
नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Murlidhar Mohol)

(a): High latency in the processing and delivery of Air Traffic Service (ATS) messages to Air Traffic Management Automation System (ATMAS) and other stakeholders, was observed at Delhi International Airport on 06.11.2025 at 11:00 Hrs IST, which led to delay in the delivery of Aeronautical Fixed Telecommunication Network (AFTN) messages including Flight Plan (FPL), issuance of mandatory Flight Information Centre (FIC) number and Air Defence Clearances and therefore resulted in delays in 397 scheduled passenger departures during 06.11.2025 to 08.11.2025. In case of any disruption in operations, due to adverse weather conditions, congestion or technical issues, airlines incur additional expenditure attributable to such factors, and hence quantifying losses arising from a specific issue is not feasible.

(b) to (d): To avert recurrence of such events, Airports Authority of India (AAI) has undertaken the replacement of the existing IP-based Automatic
Message Switching System (AMSS) with the new Air Traffic Services Message Handling System (AMHS). Further, AAI has been directed to carry out a comprehensive audit of all Communication, Navigation, and Surveillance (CNS) equipment across the airports to evaluate their condition, operational reliability, and lifecycle management. The Director General of Civil Aviation (DGCA) has conducted an inspection of the AMSS system related to the Air Traffic Control (ATC) software glitch at Delhi Airport. Accordingly, the existing database servers have been replaced by the new upgraded version to improve the system performance.

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