

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1097
(TO BE ANSWERED ON THE 5th February 2026)

FLIGHT CANCELLATIONS

1097. SHRI K RADHAKRISHNAN
Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the details of total number of flights cancelled by Indigo Airline and the number of passengers affected during the last few months;
- (b) the reasons cited by the airline for these cancellations and whether the Government has sought a detailed explanation from the said airline and if so, the details thereof;
- (c) whether the Government has assessed the hardship caused to passengers, including financial loss, lack of timely information, denial of accommodation or alternative arrangements and if so, the details thereof; and
- (d) the steps taken or proposed to be taken by the Government to ensure strict enforcement of passenger rights, adequate compensation and to prevent arbitrary flight cancellations by airlines in the future?

ANSWER

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

(a): A total of 6936 flights were cancelled by Indigo during the last three months affecting 1081680 (one million eighty-one thousand six hundred eighty) passengers.

(b): The reasons for flight cancellation by IndiGo Airlines during December, 2025, were over optimisation of operations, inadequate regulatory preparedness along with deficiencies in system software support and shortcomings in management structure and operational control. Additionally, during December 2025 a considerable number of flights were cancelled due to adverse weather.

(c) & (d): 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. Further, grievance redressal through the AirSewa platform and strengthened monitoring mechanisms are in place to deter arbitrary cancellations and safeguard passenger interests
