

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4482
(TO BE ANSWERED ON THE 19th March 2026)

FLIGHT DISRUPTIONS DUE TO FOG

4482. THIRU THANGA TAMILSELVAN

Will the Minister of CIVIL AVIATION

be pleased to state:-

(a) whether the Government is aware of the fact that several flights originated from Indira Gandhi International (IGI) Airport, New Delhi were cancelled/delayed due to severe fog condition during the winter season i.e. December, 2025 and January 2026 and if so, the details thereof;

(b) whether in case of such flight cancellations, all the passengers were refunded their tickets money without any deductions by the concerned airlines and if so, the details thereof;

(c) whether the Government has received any complaints from the passengers regarding non- payment/partial payment of their cancelled flight tickets; and

(d) if so, the details thereof along with the action taken thereon?

ANSWER

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

(a) to (d): Ministry held various meetings with all stakeholders and has issued directions in the form of SOP to all scheduled airlines to handle situations arising out of adverse weather conditions.

A total of 589 flights were cancelled and 538 flights were delayed at Indira Gandhi International Airport, New Delhi during the period from 10th December 2025 to 10th February 2026 due to fog conditions.

Generally flights are operated by the airlines as per approved schedule. However, at times due to various extraordinary reasons such weather, natural disaster, riot, labour disputes etc. which could not have been avoided even if all

reasonable measures had been taken by the airline, the flight gets delayed or cancelled.

Further, In case of any delays and cancellation, airlines have to facilitate the affected passengers in accordance with DGCA issued CAR Section 3, Series M, Part IV titled 'Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights' to reduce inconvenience.

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. Many passengers have expressed satisfaction that their grievances are acknowledged and resolved promptly, and have conveyed their appreciation.
