GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2291
(TO BE ANSWERED ON THE 12th February 2026)

COMPENSATION TO THE PASSENGERS

2291. MD ABU TAHER KHAN
Will the Minister of CIVIL AVIATION

be pleased to state:-

(a) the number of IndiGo flights cancelled along with the total amount of compensation paid to the affected passengers during the last three years;
(b) whether IndiGo Airlines has complied with the Civil Aviation Requirements (CAR) on passenger compensation in cases of flight cancellations including refunds, alternate arrangements, meals and monetary compensation and if not, the details of violations reported along with the action taken by the Directorate General of Civil Aviation (DGCA) in this regard; and
(c) whether the Government proposes to strengthen monitoring and enforcement mechanisms to ensure timely and adequate compensation to passengers affected by flight cancellations, particularly during peak travel seasons and if so, the details thereof?

ANSWER

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

(a) :The total number of flights cancelled by M/s Indigo during the last three years (2023 to 2025) is 24083 and an amount of Rs 2274.61 lakh was paid towards compensation during this period.

(b): The operational disruption of Indigo in December 2025 resulted in the cancellation and delay of a significant number of flights. The airline was directed to undertake necessary measures to stabilise operations, mitigate passenger inconvenience and provide assistance to stranded passengers at airports as per relevant CARs. 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. The airline has informed that all refunds for flight cancellations during the period have been fully processed and cleared to the original source of payment.

(c): 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.

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