



MoCA takes serious note of operational disruptions and cancellations of flights across IndiGo's network

Shri Kinjarapu Ram Mohan Naidu chairs high-level review meeting with IndiGo's senior management

The Minister expressed clear displeasure of handling the situation by the airline

प्रविष्टि तिथि: 04 DEC 2025 9:34PM by PIB Delhi

Ministry of Civil Aviation has taken serious note of the recent operational disruptions and cancellations of flights across IndiGo's network. Minister of Civil Aviation, Shri Kinjarapu Ram Mohan Naidu, personally chaired a high-level review meeting with IndiGo's senior management in the presence of the Secretary, Civil Aviation, Director General of Civil Aviation (DGCA), senior officials of the Ministry, and the Airports Authority of India (AAI).

During the meeting, IndiGo presented data on cancellations and attributed the disruption to challenges in crew planning and implementation of the revised Flight Duty Time Limitations (FDTL) norms, along with seasonal weather-related constraints. It was noted that the revised FDTL regulations were implemented in phases as per Hon'ble Court directions to ensure improved fatigue management and enhanced flight safety.

Shri Ram Mohan Naidu expressed clear displeasure regarding the manner in which the situation has been handled by the airline, and stressed that ample preparatory time had been available to ensure a seamless transition to the new regulatory requirements. The Minister further directed IndiGo to urgently normalize operations and to ensure that there is no increase in airfares due to the current situation.

The Minister instructed the airline to proactively inform passengers of any likely cancellations well in advance and to ensure that all necessary facilities, including hotel accommodation where required, are provided promptly to minimize inconvenience.

The Minister also held a meeting with senior officers of AAI and directed that all airport directors must continuously monitor the situation on the ground and extend full support to all stranded passengers. He has instructed officials of MoCA to communicate the need for proper coordination among all stakeholders — including airports, ATC, and other airlines — to restore normalcy at the earliest.

The DGCA has been directed to conduct strict real-time monitoring of IndiGo's operations, including field inspections at major airports, with special emphasis on passenger-handling arrangements and timely communication during delays and cancellations. Officers have been deployed to IndiGo's operational control centers for continuous oversight.

The Ministry remains fully committed to ensuring smooth air travel and to safeguarding passenger rights and safety. All aspects of IndiGo's operational recovery and passenger support measures will continue to be closely monitored until full stability is achieved.

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