



MoCA Action on IndiGo Operational Crisis - Passenger Refund Protection

Ministry directs IndiGo to clear all pending passenger refunds without delay

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The Ministry of Civil Aviation has directed IndiGo to clear all pending passenger refunds without delay. The Ministry has mandated that the refund process for all cancelled or disrupted flights must be fully completed by 8:00 PM on Sunday, 7 December 2025. Airlines have also been instructed not to levy any rescheduling charges for passengers whose travel plans were affected by cancellations. The Ministry has clarified that any delay or non-compliance in refund processing will invite immediate regulatory action.

Special Passenger Support and Refund Cell

To ensure seamless grievance redressal, IndiGo has been instructed to set up dedicated passenger support and refund facilitation cells. These cells have been tasked to proactively contact affected passengers and ensure that refunds and alternative travel arrangements are processed without the need for multiple follow-ups. The system of automatic refunds will remain active until operations stabilise completely.

Assurance on Baggage Handling

The Ministry has directed IndiGo to ensure that all baggage that was separated from passengers due to cancellations or delays is traced and delivered to the passenger's residential or chosen address within the next 48 hours. Airlines have been told to maintain clear communication with passengers regarding tracking and delivery timelines, and to provide compensation where required under existing passenger rights regulations.

Zero-Inconvenience Policy for Passengers

The Ministry of Civil Aviation remains in continuous coordination with airlines, airports, security agencies, and all operational stakeholders to ensure that passenger rights are fully protected during this period of disruption. Oversight mechanisms have been reinforced to guarantee proper facilitation for senior citizens, differently-abled passengers, students, patients, and all those requiring urgent travel. The Ministry continues to closely monitor the recovery process and remains fully committed to restoring complete operational normalcy at the earliest.

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