



Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

4 DECEMBER 2025

2-minute pickup rule sparks tension at Mopa airport

TAXI OPERATORS PROTEST RS 180 FINE; STRIKE CALLED OFF AFTER AUTHORITIES REVERSE DECISION



CHOC-O-BLOCK: Queues of vehicles formed after angry taxi operators staged a flash protest against the two-minute pickup and drop-off rule at Mopa Airport on Wednesday.

THE GOAN NETWORK

PERNEM

The enforcement of a two-minute pickup and drop-off rule for passengers sparked off tension at the Manohar International Airport in Mopa on Wednesday.

According to reports, tension and chaos broke out when airport authorities decided to impose a fine of Rs 180 on vehicles if pickup/drop was not completed with

2 minutes.

Taxi operators were livid over the new system which imposes a fine of Rs 180 for exceeding the 2-minute time limit and protested at the airport, accusing the airport authorities of an unreasonable and sudden rule.

They complained that this 2-minute rule was impractical especially when they had to assist families, disabled or elderly passengers.

Angry taxi operators staged

a flash protest and this led to queues of vehicles at the airport, leading to hardships and delays being faced by passengers.

A large police team was stationed at the site to resolve the issue and to avoid any untoward incident.

After some time, airport authorities discussed the matter with the taxi operators and later suspended the 2-minute rule, prompting the taxi operators to call off their strike.



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4 DECEMBER 2025

Two sites for airport at Rameswaram

HD Bureau
COIMBATORE

The state government has narrowed down the proposed Airports Authority of India airport project serving Rameswaram and nearby areas to two potential sites in Ramanathapuram district — near Uchipulli and Keelakarai. This follows an earlier announcement by the government in March to build a new airport aimed at boosting connectivity and tourism for Rameswaram.

The move to shortlist the two locations came after five possible sites were identified in July; the downsized requirement now is about 50-600 acres, a reduction from the previous estimate of 700 acres.

The decision to trim the size reflects updated assessments of land availability and logistical constraints, according to people familiar with the process.

AAI has been asked to carry out a pre-feasibility study on both sites before the final location is confirmed. If AAI's evaluation finds the sites viable, the airport de-

sign would likely include a runway capable of handling Code C aircraft, enabling narrow- to medium-size commercial jets suitable for regional travel.

The Uchipulli site, however, faces a potential hurdle: clearance from the Navy is needed before civil operations can proceed. The area is near a naval installation, which imposes additional regulatory and security considerations. The Keelakarai site, by contrast, does not involve such a security clearance but will be evaluated for overall feasibility including land topography, environmental impact, access roads, and proximity to population centres.

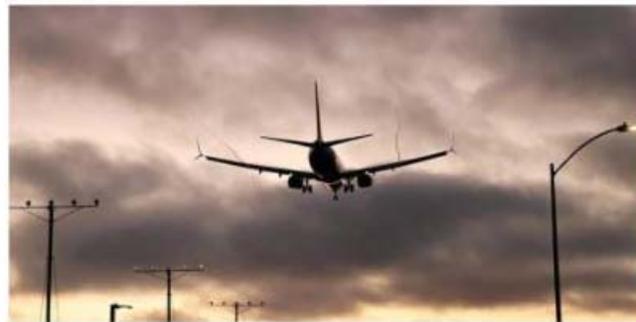
Officials overseeing the project emphasise that the new airport could significantly cut travel time for pilgrims and tourists travelling to Rameswaram. Presently, travellers rely on the airport at Madurai, which lies about 150 km away, or on rail and road — often involving lengthy journeys. With increased ease of access, tourism, trade and economic activity could rise.

AAI begins pre-feasibility study of two sites for Rameswaram airport

Sunitha Sekar
CHENNAI

The Airports Authority of India (AAI) has begun the pre-feasibility study for the proposed Rameswaram airport. A team from AAI inspected two sites in Ramanathapuram district recently.

A source said the Tamil Nadu government had, in March, announced its decision to build an airport in Rameswaram to boost infrastructure and tourism. Five sites were identified in July. By August, the government had shortlisted two sites – one near Uchipulli, and another near Keelakarai. Subsequently, the government had requested AAI to carry out a pre-feasibility study to assess the pros and cons of both sites. In October, a team from AAI visited the villages around the two sites.



Weighing options: The government had shortlisted a site near Uchipulli, and another near Keelakarai. REPRESENTATIONAL IMAGE

“Both the sites seem feasible. The first site near Uchipulli is situated near INS Parundu, an Indian Naval Air Station. If the State government chooses this site, it will need approval from the Indian Navy,” the source said.

The first site is nearly 40 km away – an hour’s drive – from Sri Ramanathaswamy Temple in Rameswaram, and is a 30-minute drive from Ramanathapuram railway station.

To travel from the second site near Keelakarai to Sri Ramanathaswamy Temple, it could take an hour and a half. The Ramanathapuram railway station is only half an hour away from the second site.

Initial assessment

“Both sites have high tension power lines, but the terrain seems fine from the initial assessment. But there is also a railway track passing through the site

near Uchipulli. If the Uchipulli site is chosen by the government, the high tension power lines as well as the railway track will have to be shifted,” another source said.

After AAI submits the pre-feasibility study with recommendations, the government will have to choose the site. The State government may need nearly 600 acres of land for the airport.

Apart from Sri Ramanathaswamy Temple, there are quite a few famous temples located in the region, including Adi Jagannatha Perumal Temple (one of the 108 *Divya Desam* temples), Mangalanatha Swamy Temple (Uthirakosamangai village), and Kodhandaramar Temple. Hence, having air connectivity to Rameswaram would be beneficial to a lot of tourists.



Corporate Communications Directorate

BUSINESS STANDARD

DELHI

5 DECEMBER 2025

DIAL's Sustainability Playbook: Building the Airport of the Future, Today

In an interaction with Videh Kumar Jaipuria, CEO of Delhi International Airport Limited (DIAL), he highlights how innovation is not just part of their strategy but the driving force behind redefining what a truly "green airport" stands for. From climate-smart infrastructure to AI-enabled operations, this excerpt offers a glimpse into how DIAL is shaping the future of sustainable aviation

What concrete steps can businesses take today to accelerate the journey toward a low-carbon, sustainable future?

The journey toward a low-carbon future begins with decisive, integrated action. Businesses must embed sustainability into their strategic and investment decisions rather than treat it as an add-on. This means adopting renewable energy sources, building green and energy-efficient infrastructure, and optimizing operations through data and digital technologies. At Delhi International Airport (DIAL), for instance, we have transitioned to 100% renewable electricity, reducing around 150,000 tonnes of CO emissions annually. We have also invested in LEED-certified green buildings, extensive rainwater harvesting systems, and a zero-liquid discharge sewage treatment plant, ensuring efficient use of natural resources. Collaboration across value chains is equally vital — particularly in aviation, where collective action is needed to tackle Scope 3 emissions. To drive such

transformation, we leveraged green financing, raising USD 450 million through overseas green bonds to fund renewable energy projects and efficiency measures. These steps demonstrate how environmental stewardship can coexist with economic prudence and long-term growth.

How is your organization embedding climate-conscious practices into its day-to-day operations?

At Delhi Airport, sustainability is not a standalone initiative — it is woven into our daily operations. Every aspect of airport management, from design to passenger movement, incorporates climate-conscious thinking. We operate entirely on renewable electricity, while over 92% of our airside vehicles have been converted to electric, supported by an expanding network of charging stations. Our 16.6 MLD zero-liquid discharge plant recycles wastewater for cooling and landscaping, complemented by 650 rainwater harvesting structures that conserve groundwater. In waste management, we recently

achieved Net Zero Waste to Landfill Platinum certification, reaffirming our commitment to a circular economy. On the operational front, we have deployed AI-driven systems such as the Airport Predictive Operations Centre (APOC) and Unified Total Airside Management (UTAM) to optimize aircraft turnaround, reduce delays, and cut emissions from taxiing. These initiatives have collectively enabled DIAL to reduce nearly 96% of its Scope 1 and 2 emissions, making it the world's first airport of its scale to achieve ACI Level 5 Carbon Accreditation — a global milestone in sustainable airport operations.

What innovative strategies are you using to ensure sustainability is at the heart of your business model?

Innovation is central to DIAL's sustainability journey — it's how we've redefined what a "green airport" means in practice. From the design stage, we've prioritized green infrastructure, with over 7.6 lakh square metres of LEED-certified building area. Our newly refurbished Termi-



nal 1 has received LEED Platinum certification, reinforcing our leadership in green design. We have introduced Bridge Mounted Equipment (BME) such as Fixed Electrical Ground Power Units and Pre-Conditioned Air systems to replace aircraft Auxiliary Power Units on ground, reducing emissions by around 60,000 tonnes of CO annually. Our AI-led APOC and UTAM systems not only optimize operations but also improve passenger experience and resource utilization. Financial innovation is another pillar — we raised USD 450 million through green bonds, channelled into renewable energy, energy-efficient infrastructure, and waste reduction projects. Moreover, our multi-modal connectivity, which sees about 20% of passengers accessing the airport via the Delhi Metro, saves nearly 95,000 tonnes of CO each year. For DIAL, sustainability is not just a responsibility — it's a competitive

advantage that drives efficiency, profitability, and long-term value creation.

Which measures are critical for building climate resilience and adapting to environmental changes?

"Building climate resilience requires preparing for future challenges while transforming current operations. At DIAL, we are advancing mitigation and adaptation measures to strengthen infrastructure against environmental stress and resource scarcity. We are expanding renewable energy use, exploring green hydrogen and electrification, and designing climate-resilient facilities. Resource systems like zero-liquid discharge, rainwater harvesting, and waste circularity reduce external dependency. Through data-driven management and industry collaboration on SAF, we ensure Delhi Airport remains resilient and leads India's low-carbon transition."



Corporate Communications Directorate

DAINIK BHASKAR

JAIPUR

3 DECEMBER 2025

IGI: देश का पहला वॉटर-पॉजिटिव एयरपोर्ट

दिल्ली का इंदिरा गांधी अंतरराष्ट्रीय एयरपोर्ट (IGI) भारत का पहला वॉटर-पॉजिटिव एयरपोर्ट बन गया है। यह उपलब्धि 40 मिलियन से ज्यादा यात्रियों वाले एयरपोर्ट को पहली बार मिली। वॉटर-पॉजिटिव का मतलब एयरपोर्ट जितना पानी उपयोग करता है, उससे ज्यादा पानी वापस लाता/रीचार्ज करता है।



पानी बचाने के लिए बड़े कदम

- 625 रेनवॉटर हार्वेस्टिंग स्ट्रक्चर
- 09 मिलियन लीटर क्षमता वाले दो अंडरग्राउंड रिजर्वायर
- 16.6 मिलियन लीटर/दिन जीरो-लिविड-डिस्चार्ज STP, जो हर बूंद को रिसाइकल करता है।

डीजीसीए का एयरोड्रम लाइसेंस अब भी लंबित

तकनीकी व सुरक्षा जांच में फंसा मामला

■ देवेन्द्र सिंह

ग्रेटर नोएडा, 4 दिसम्बर (देशबन्धु)। नोएडा इंटरनेशनल एयरपोर्ट, जिसे जेवर एयरपोर्ट के नाम से भी जाना जाता है, इसके उद्घाटन को लेकर हर किसी की नजर अटकती हुई है। यह एशिया का सबसे बड़ा एयरपोर्ट बनने की क्षमता रखता है, जो दिल्ली-एनसीआर क्षेत्र में हवाई यातायात की बोझ को कम करने के लिए विकसित किया जा रहा है। परियोजना का पहला चरण, जिसमें एक रनवे, टर्मिनल भवन, टैक्सीवे और पार्किंग सुविधाएं शामिल हैं, लगभग पूर्ण हो चुका है। कुल लागत 10,056 करोड़ रुपये के इस चरण की वार्षिक क्षमता 1.2 करोड़ यात्रियों की होगी। हालांकि, लोकार्पण की प्रक्रिया में कई तकनीकी अड़चनें उत्पन्न हो रही हैं, जिसके कारण उद्घाटन की तिथि पर असमंजस की स्थिति बनी हुई है। वर्तमान में (4 दिसम्बर 2025 तक), एयरपोर्ट का संचालन दिसम्बर 2025 के मध्य तक शुरू होने की संभावना है, लेकिन नागरिक उड्डयन महानिदेशालय (डीजीसीए) से एयरोड्रम लाइसेंस प्राप्ति में विलंब मुख्य बाधा है।

नोएडा एयरपोर्ट की प्रगति रिपोर्ट

परियोजना की नींव 25 नवम्बर 2021 को प्रधानमंत्री नरेंद्र मोदी द्वारा रखी गई थी। यह सार्वजनिक-निजी भागीदारी (पीपीपी) मॉडल पर आधारित है, जिसमें ज्यूरिख एयरपोर्ट इंटरनेशनल एजी की सहायक कंपनी यमुना इंटरनेशनल एयरपोर्ट प्राइवेट लिमिटेड (वाईआपीएल) निर्माण



- 4 दिसम्बर की डेडलाइन चूकने के बाद अब नई तारीख भी अनिश्चित
- 15 दिसम्बर का सपना या जनवरी 2026 की हकीकत

कार्य कर रही है। पहले चरण को मूल रूप से 29 सितम्बर 2024 तक चालू करने का लक्ष्य था, लेकिन निर्माण में देरी के कारण तिथियां कई बार खिसक चुकी हैं। अप्रैल 2025, मई 2025, जुलाई 2025 और अक्टूबर 2025 (30 अक्टूबर) जैसी संभावित तिथियां घोषित हुईं, किंतु प्रत्येक बार तकनीकी एवं प्रशासनिक बाधाओं ने इन्हें प्रभावित किया।

मुख्यमंत्री योगी आदित्यनाथ ने 25 अक्टूबर 2025 को एयरपोर्ट का निरीक्षण किया, जिसमें उन्होंने निर्माण प्रगति पर संतोष जताया लेकिन लाइसेंस संबंधी मुद्दों पर जोर दिया। नवम्बर 2025 में केंद्रीय नागरिक उड्डयन मंत्री राम मोहन नायडू ने भी निरीक्षण किया, जिसमें 15 दिसम्बर 2025 तक उद्घाटन की संभावना व्यक्त की गई। फिर भी, 4 दिसम्बर 2025 तक कोई आधिकारिक तिथि घोषित नहीं

तिथि संबंधी असमंजस की स्थिति

उद्घाटन तिथि को लेकर लगातार बदलाव ने असमंजस पैदा कर दिया है। मूल योजना के अनुसार, 30 अक्टूबर 2025 को प्रधानमंत्री मोदी द्वारा उद्घाटन प्रस्तावित था, लेकिन निरीक्षणों के बाद यह नवम्बर अंत या दिसम्बर मध्य तक खिसक गया। 27 नवम्बर 2025 को सीएम योगी को सूचित किया गया कि 4 दिसम्बर तक लाइसेंस प्राप्ति के बाद 15 दिसम्बर तक उद्घाटन संभव है। किंतु, 3 दिसम्बर 2025 को अधिकारियों ने स्पष्ट किया कि कोई निश्चित तिथि प्रस्तावित नहीं है। प्रधानमंत्री की उपलब्धता एवं अंतिम स्वीकृति पर निर्भरता के कारण स्थिति अनिश्चित बनी हुई है। यदि लाइसेंस 4 दिसम्बर को जारी होता है, तो एक सप्ताह के भीतर उद्घाटन एवं 45 दिनों में व्यवसायिक उड़ानें (इंडिगो, अकासा एयर एवं एयर इंडिया द्वारा) शुरू हो सकती हैं। अन्यथा, जनवरी 2026 तक विलंब संभव है।

हुई है।

मुख्य तकनीकी अड़चनें

डीजीसीए द्वारा जारी एयरोड्रम लाइसेंस एयरपोर्ट के व्यवसायिक संचालन के लिए अनिवार्य है। यह लाइसेंस रनवे, टैक्सीवे, नेविगेशन सिस्टम, संचार उपकरणों एवं आपातकालीन प्रक्रियाओं की विस्तृत जांच के बाद प्रदान किया जाता है।

वर्तमान में, लाइसेंस के लिए अंतिम दस्तावेज डीजीसीए के पास लंबित हैं। 2 दिसम्बर 2025 तक नागरिक उड्डयन सुरक्षा ब्यूरो (बीसीएएस) की ओर से सुरक्षा उपकरणों की रिपोर्ट सौंपने का लक्ष्य था, लेकिन यह प्रक्रिया पूरी नहीं हुई।

परिणामस्वरूप, 4 दिसम्बर 2025 को निर्धारित लाइसेंस जारी होने में देरी हो रही है। बिना इस लाइसेंस के कोई भी विमान रनवे पर उतर या उड़ान भर नहीं सकता, जिससे उद्घाटन की तिथि अनिश्चित बनी हुई है।

सुरक्षा व तकनीकी परीक्षणों में विलंब

बीसीएएस ने नवम्बर 2025 में एयरपोर्ट की सुरक्षा व्यवस्था (जैसे स्क्रीनिंग सिस्टम, सर्विलांस कैमरे, एक्सेस कंट्रोल पॉइंट्स एवं परिधि सुरक्षा) का दो दिवसीय निरीक्षण किया। हालांकि, अंतिम अनुपालन रिपोर्ट अभी डीजीसीए को प्राप्त नहीं हुई है। इसके अतिरिक्त, कैलिब्रेशन

फ्लाइट टेस्ट (नवम्बर 2025 में वर्षा के कारण स्थगित) एवं मॉक एयरपोर्ट ऑपरेशन (वैगन हैंडलिंग, बोर्डिंग, सुरक्षा जांच) सफल रहे हैं, किंतु इनकी अंतिम प्रशासनिक स्वीकृति लंबित है। होम मिनिस्ट्री से लंबित सुरक्षा अनुमतियां भी एक प्रमुख बाधा हैं।

मौसमी एवं पर्यावरणीय कारक

अक्टूबर-नवम्बर 2025 में धुंध एवं वर्षा ने ट्रायल फ्लाइट्स को प्रभावित किया, जिससे तकनीकी जांच में अतिरिक्त समय लगा। एयरपोर्ट 100 फीसदी हरित ऊर्जा पर आधारित होने के कारण पर्यावरणीय मानकों की जांच भी लंबित है।



Corporate Communications Directorate

DAINIK NAVJYOTI

JAIPUR

3 DECEMBER 2025

जयपुर एयरपोर्ट पर मिला संदिग्ध पार्सल तो मच गया हड़कंप

जांच में नहीं मिला विस्फोटक

नवज्योति, जयपुर। जयपुर एयरपोर्ट पर मंगलवार को उस समय हड़कंप मच गया, जब डोमेस्टिक कार्गो सेक्शन में स्कैनिंग के दौरान एक संदिग्ध पार्सल दिखाई दिया। एयरपोर्ट सूत्रों के अनुसार पार्सल में नोटों के बीच एक बैटरीनुमा वस्तु मिली, जिसे शुरूआती नजर में सुरक्षा एजेंसियों ने ट्रैकर या किसी इलेक्ट्रॉनिक डिवाइस के रूप में देखा। प्रारंभिक आशंका इसे विस्फोटक होने की भी जताई गई, जिसके बाद तुरंत सीआईएसएफ और एयरपोर्ट सुरक्षा टीम सक्रिय हो गई। संदिग्ध पार्सल को प्रोटोकॉल के मुताबिक सुरक्षा जांच के लिए एयरपोर्ट थाना पुलिस को सौंप दिया गया। हालांकि बाद में एयरपोर्ट

के आधिकारिक सूत्रों ने स्पष्ट किया कि विस्तृत जांच के दौरान कोई विस्फोटक सामग्री नहीं मिली। सीआईएसएफ ने भी पुष्टि की कि बैटरीनुमा वस्तु में विस्फोटक जैसा कुछ नहीं था। जानकारी के अनुसार यह पार्सल इंडिगो की एक फ्लाइट के जरिए हैदराबाद भेजने के लिए चुक किया गया था। वर्तमान में पुलिस पार्सल भेजने वाले और वस्तु के उद्देश्य की जांच कर रही है। सुरक्षा एजेंसियां वह भी पता लगा रही हैं कि बैटरीनुमा डिवाइस नोटों के बीच क्यों रखी गई थी और इसका उपयोग किस उद्देश्य से होना था। घटना के बाद एयरपोर्ट पर सुरक्षा व्यवस्था और सख्त कर दी गई है।



Corporate Communications Directorate

DAINIK NAVJYOTI

JAIPUR

4 DECEMBER 2025

किशनगढ़ एयरपोर्ट का होगा विस्तार, अनुकंपा नियुक्ति के लिए आवेदन की समय सीमा बढ़ाई

व्यूरे/नवज्योति, जयपुर। राज्य मंत्रिमण्डल ने बुधवार को किशनगढ़ एयरपोर्ट के विस्तार के लिए अर्थांरिटी को 15 एकड़ भूमि आवंटन का निर्णय लिया है। इसके साथ ही अनुकम्पा नियुक्ति के लिए आवेदन करने की समय सीमा को 90 दिवस से बढ़ाकर 180 दिवस करने और प्रतियोगी परीक्षा के बाद चयनित अभ्यर्थियों की वेटिंग सूची को छह माह की बजाय एक साल तक रखने की मंजूरी प्रदान की गई है।

इंस्ट्रुमेंट लैंडिंग सिस्टम की हो सकेगी स्थापना

संसदीय कार्य मंत्री जोगाराम पटेल ने बताया कि किशनगढ़ हवाई अड्डे के लिए अतिरिक्त 15 एकड़ भूमि निःशुल्क उपलब्ध कराने के प्रस्ताव को भी मंत्रिमंडल ने मंजूरी दी है। इससे बड़े विमानों के सिंगल साइड ऑपरेशन के लिए 900 मीटर लंबी एप्रोच लाइट्स (इंस्ट्रुमेंट लैंडिंग सिस्टम) की स्थापना हो सकेगी। इससे किशनगढ़ एयरपोर्ट पर कोहरे तथा रात्रि के समय भी

वायुयानों का सुरक्षित एवं निर्बाध संचालन सुनिश्चित किया जा सकेगा। इससे न केवल उड़ानों की संख्या में वृद्धि होगी, बल्कि पर्यटन, औद्योगिक विकास और स्थानीय स्तर पर रोजगार के नए अवसर भी सृजित होंगे।

आरक्षित सूची एक वर्ष तक रहेगी मान्य

संसदीय कार्य मंत्री ने बताया कि अब आरक्षित सूची से प्रतियोगी परीक्षाओं के अभ्यर्थियों के नामों की अनुशंसा 6 माह के स्थान पर एक वर्ष के भीतर की जा सकेगी। इसके लिए विविध सेवा नियमों में संशोधन को मंजूरी दी गई। इस संशोधन से एक ही भर्ती में अधिक संख्या में अभ्यर्थियों को रोजगार के अवसर उपलब्ध हो सकेंगे।

अनुकम्पात्मक नियुक्ति आवेदन की समय सीमा में वृद्धि: पटेल ने बताया कि मृतक सरकारी कर्मचारी के आश्रित को वर्तमान नियमों में अनुकम्पा नियुक्ति के लिए सरकारी

कार्मिक की मृत्यु के दिनांक से 90 दिन की समय सीमा में आवेदन करना होता है। अनुकम्पा नियुक्ति के लिए आवेदन करने की समय सीमा को 90 दिवस से बढ़ा कर 180 दिवस कि गया है। इसके लिए राजस्थान मृत सरकारी कर्मचारियों के आश्रितों को अनुकम्पात्मक नियुक्ति के नियम 1996 में संशोधन किया जाएगा।

मोटर वाहन उप निरीक्षक पद के लिए न्यूनतम योग्यता में संशोधन

पटेल ने बताया कि राजस्थान परिवहन अधीनस्थ सेवा नियम 1963 में मोटर वाहन उप निरीक्षक पद की सीधी भर्ती हेतु न्यूनतम योग्यता में संशोधन किया जा रहा है। संशोधन के बाद अब उच्चतर योग्यता वाले अभ्यर्थी भी इस पद के लिए आवेदन करने के पात्र होंगे। ऑटोमोबाइल वर्कशॉप के एक वर्षीय अनुभव की अनिवार्यता एवं परिवहन यान श्रेणी के लाइसेंस धारक होने की अनिवार्यता समाप्त की गई है।

त्रासदी के मृतक आश्रितों को अनुकंपा नियुक्ति

मृत अथवा स्थायी रूप से अशक्त वशस्त्र बल सेवा कर्मिकों और पैरा मिलिट्री कर्मिकों के आश्रितों को अनुकम्पात्मक नियुक्ति दिए जाने संबंधी अधिसूचना, उत्तराखण्ड त्रासदी-2013 में मृत या लापता होने के पश्चात मृत घोषित किए गए व्यक्तियों के आश्रितों को अनुकम्पा नियुक्ति की अधिसूचना और कोविड-19 संक्रमण के कारण अनाथ हुए व्यक्तियों को अनुकम्पा नियुक्ति देने की जारी अधिसूचना को विविध सेवा नियमों में शामिल किया गया है। इन अधिसूचनाओं के प्रावधानों को अब राजस्थान अनुसूचित क्षेत्र अधीनस्थ, लिपिकवर्गीय और घटुर्थ श्रेणी सेवा (भर्ती एवं सेवा की अन्य शर्त) नियम, 2014 में शामिल किया गया है। राजस्थान मूल्यांकन सेवा नियम 1979 में विभागीय पदोन्नति समिति के गठन संबंधी प्रावधान को जोड़ा जा रहा है।

In a first, Bengaluru airport deploys novel system to aid flyers with reduced mobility

The Hindu Bureau
BENGALURU

The Kempegowda International Airport (KIA) in Bengaluru has introduced 'Mobility Assist', which is India's first advanced assistive support system designed to enable safe and seamless boarding and disembarking for passengers with reduced mobility, including children and those requiring additional care.

This equipment has been donated by B.S. Ajai-kumar, Founder and Executive Chairman of Healthcare Global Enterprises.

The Mobility Assist transforms the transfer experience by mechanically assisting children and pas-



'Mobility Assist' has been introduced at the Kempegowda International Airport in Bengaluru. SUDHAKARA JAIN

sengers with reduced mobility directly from their wheelchair during boarding, deplaning, or intra-terminal movement.

It reduces physical strain, minimises risk, and

ensures a comfortable experience for both passengers and staff.

This service will be available to passengers upon request through Airline Coordination.



Corporate Communications Directorate

THE HINDU

CHENNAI

4 DECEMBER 2025

New airport tariff formula will impact flyers: Govt. tells SC

Krishnadas Rajagopal
Jagriti Chandra
NEW DELHI

The Union government teamed up with airport tariff regulator Airport Economic Regulatory Authority of India (AERA) in the Supreme Court to appeal a Telecom Disputes Settlement and Appellate Tribunal (TDSAT) decision redefining the way tariffs are calculated for two of the busiest airports in India saying it would burden passengers and airlines with more than ₹50,000 crore in dues.

The Union government and the AERA have argued in the Supreme Court that the TDSAT-approved for-

Appeal concerns
TDSAT decision
redefining how tariffs
are calculated for
two Indian airports

mula would result in dues worth ₹50,000 crore in airport charges from the period 2009-2014 and may also impact future tariffs, raising passenger fares considerably in the two airports.

The TDSAT, in a July 1 decision, held both aeronautical and non-aeronautical revenue must be considered together for calculating aeronautical charges, commonly known as 'single-till' mechanism.

Chaos at airports as IndiGo cancels at least 200 flights

Jagriti Chandra
NEW DELHI

IndiGo passengers faced chaos on Wednesday as the airline cancelled at least 200 flights and delayed several others by up to 12 hours, triggered by skewed pilot scheduling and cabin crew no-shows in Mumbai, prompting an official apology. The tipping point was reached following weeks of delays.

There was sloganeering against the airline at Delhi airport as passengers gathered at the boarding gate to protest a six-hour delay of a flight to Rajkot. The flight was scheduled to take off at 5.40 a.m. and finally departed at 11.30 a.m. There were similar scenes at other airports such as Mumbai, where passengers were forced to return after waiting for five to eight hours. For instance, the Mumbai-Patna flight scheduled for 11.15 a.m. was delayed multiple times with the latest update suggest-



Amid cancellation or delay of flights, passengers in large numbers wait at the Mumbai airport on Wednesday. SPECIAL ARRANGEMENT

ing an 8 p.m. departure.

In Bengaluru, 62 IndiGo flights were cancelled for the second consecutive day. As many as 31 IndiGo flights were cancelled in Hyderabad. In Delhi, 37 flights were cancelled.

Pilot availability crisis

The crisis in pilot availability, blamed by its pilots on poor planning, is so severe that rostering teams have been appealing to them for the past several weeks to cancel leaves and the management has even offered

to pay 1.5 times the salary to those who forego their privilege leave.

But this has not helped matters and the airline was forced to cancel 200 flights on Wednesday and 130 flights on Tuesday, pilots were informed.

Government data showed that only 35% of the airline's flights were on time on December 2, and only 49.5% were on time on December 1.

CONTINUED ON
» PAGE 10

IndiGo cancels over 200 flights; chaos at airports

The crisis was triggered by the full implementation of the rest and duty norms for pilots from November 1, which was delayed by the government by a year to help airlines plan their crew requirement as they had warned of widespread flight cancellations. The implementation came only after pilot bodies approached the Delhi High Court and obtained an order in April 2025.

In a press statement the airline acknowledged this was among "a multitude of unforeseen operational challenges" that resulting in "significant disruption across the network" over the past two days for which it apologised to its customers.

These reasons, it said, included "minor technology glitches, schedule changes linked to the winter season, adverse weather conditions, increased congestion in the aviation system and the implementation of updated crew rostering rules".

This had a "compounding impact on our operations" in a way the airline had not anticipated, IndiGo said. In order to restore normalcy, the airline will be making adjustments to its schedules over the next 48 hours, implying further cancellations.

Rest and duty hours

The new norms for pilot rest and duty hours framed to combat concerns over mounting fatigue, against which airlines waged a two-year long battle, were to be implemented in two phases as per a Delhi High Court order in April 2025. While a large number of provisions including raising of weekly rest hours from 36 hours to 48 hours were rolled out from July 1, the remaining provisions restricting the utilisation of pilots during night hours were to be implemented from November 1.

It is since the implementation of the latter that the airline has been grappling with shortages and making requests to pilots to cancel their leaves. But a brewing unrest for past many years means pilots are in no mood to co-operate. Being pushed to the upper limit of 13 hours of duty period allowed under DGCA norms, no salary hikes despite profits to the tune of ₹7,000 crore being posted by the airline, combined with the latest furore over the airline twisting the meaning of the new norms on pilot duty hours to its advantage, had angered them deeply.

Pilot body Airline Pilot's Association (ALPA) India, which had raised some of these issues before the DGCA last week, in a press statement warned on Wednesday that airlines must not cite the new norms to obtain a rollback of these norms as the airline had "failed at proactive resource planning". It added that any relaxations offered by the regulator compromise passenger and crew safety as the duty norms are aimed at combating fatigue.



Corporate Communications Directorate

SWATANTRA BHARAT

LUCKNOW

4 DECEMBER 2025

देशभर के कई एयरपोर्ट पर चेक-इन सिस्टम में दिक्कत

नई दिल्ली/बेंगलुरु। देश के कई एयरपोर्ट पर बुधवार सुबह से चेक इन सिस्टम में दिक्कत आ गई जिससे ससे फ्लाइट ऑपरेशन

■ हैदराबाद, बेंगलुरु और दिल्ली में भी असर

प्रभावित हुआ। बेंगलुरु एयरपोर्ट में 42 फ्लाइट को कैसिल करना पड़ा।

वहीं हैदराबाद में एयरपोर्ट पर भारी भीड़ जमा हो गई। दिल्ली में चेक इन प्रोसेस को मैन्यूअल कर दिया

गया। वाराणसी एयरपोर्ट पर यात्रियों को बताया गया कि माइक्रोसॉफ्ट विंडोज ने दुनिया भर में बड़ी सर्विस आउटेज की रिपोर्ट दी है। जिससे एयरपोर्ट पर आईटी सर्विस पर असर पड़ा है। हालांकि माइक्रोसॉफ्ट ने इस खबर को झूठ बताया है।

कंपनी ने कहा कि विंडोज पर कोई टेक्निकल समस्या नहीं आई है। माइक्रोसॉफ्ट का विंडोज सिस्टम एयरपोर्ट और इन फ्लाइट सर्विसेस के लिए इस्तेमाल किया जाता है।



Corporate Communications Directorate

THE TELEGRAPH

KOLKATA

4 DECEMBER 2025

Adani to invest ₹1.35 lakh crore in airports push

OUR BUREAU

Calcutta: The Adani group plans to pump in ₹1.35 lakh crore to boost passenger capacity at its airports to 20 crore annually in the next five years, people familiar with the matter said, helping power India's aviation boom as it prepares to list its airport unit, according to a Bloomberg report.

The plan involves adding terminals, taxiways and a new runway at the Navi Mumbai airport, which is set to open on December 25, said the sources, who asked not to be identified as the plans are private.

Alongside, the group will undertake capacity upgrades at Ahmedabad, Jaipur, Thiruvananthapuram, Lucknow and Guwahati airports, they said.

About 70 per cent of funding will come from debt raised over five years, with the rest in equity, the people said.

The expansion ties in with a projected increase in India's air traffic, with passenger numbers expected to more than double to 30 crore annually by 2030.

By scaling up capacity to two-thirds of that number, Adani is positioning itself as a key facilitator of this growth, while strengthening its case for a planned initial share sale for its airports unit.

The expansion — to boost total passenger capacity by more than 60 per cent — excludes 2 crore at Navi Mumbai and 1.1 crore at Guwahati.

TAKING FLIGHT

Planned expansions in units

Navi Mumbai	3 crore
Ahmedabad	1.6 crore
Jaipur	1.4 crore
Trivandrum	80 lakh
Lucknow	60 lakh

Source: Bloomberg

opening this month, they said.

A representative for the Adani group didn't immediately respond to an emailed request for comments to Bloomberg.

The upgrades focus on six airports leased during India's second privatisation phase in 2020, previously managed by the state-run Airports Authority of India.

India began privatising airports in 2006, with GMR Airports and GVK Power & Infrastructure acquiring New Delhi and Mumbai. Adani later bought GVK's stake.

The government now plans to privatise 11 more airports, bundling loss-making facilities with profitable ones. Adani Airport Holdings, India's largest operator by number of airports, and GMR Airports, the largest by passenger traffic, are expected to lead the bidding.

India is also building a second airport in Delhi to meet demand, while targeting 400 airports nationwide by 2047, from 160 now.



Corporate Communications Directorate

THE TIMES OF INDIA

MUMBAI

4 DECEMBER 2025

Kingpin, co-accused in ₹800cr Surat cyberfraud held at Mumbai airport

TIMES NEWS NETWORK

Surat: The Surat cybercrime police arrested two wanted individuals at Mumbai international airport in connection with an Rs 800 crore cyber-fraud case. The accused — Ahmedabad-based mechanical engineer Jatin Thakkar (27) and Surat resident Deep Thakkar (24) — were apprehended when they landed from Thailand.

Surat police uncovered their real identities and obtai-



The duo travelled to Mumbai from Thailand via Vietnam

ned a Look-Out Circular (LOC) against them. They travelled to Mumbai from Vietnam via Thailand. During investigation, police found additional Rs 87 crore fraudulent

transactions on their devices.

While Jatin Thakkar was the mastermind, Deep handled data entries of transactions. Police raided a premise in Gujarat's Katargam two months ago and arrested five people after uncovering cyberfraud transactions worth Rs 800.66 crores. They received details of 149 mule bank accounts where amount wiped off from victims' accounts was deposited. 417 complaints were registered against these 149 accounts across India.

Nationwide disruptions hit IndiGo flights

Crew shortage, FDTL norms trigger 550-plus flight cancellations

AGE CORRESPONDENT
with agencies input
NEW DELHI, DEC. 4

Chaos at airports continued due to IndiGo flight disruptions on the third day in a row. More than 550 flights have been cancelled and about 200 delayed at Delhi, Mumbai, Bangalore, and other airports, due to "operational disruptions" impacting the travel plans of hundreds of passengers.

The Union Civil Aviation Ministry and the DGCA held meetings on this issue during which IndiGo sought exemption till February 10, 2026 to follow the new crew roster system. At least 175 flights were cancelled at the Delhi airport, over 85 at the Mumbai airport, over 70 at Hyderabad and above 50 at Bangalore. Besides, there were cancellations at other airports as well. Based on data from six key airports — Delhi, Mumbai, Chennai, Kolkata,



A passenger looks at the display board for information at Kempegowda International Airport in Bengaluru on Thursday. — PTI

Bengaluru and Hyderabad — IndiGo's OTP nosedived to 19.7 per cent on Wednesday, down from 35 per cent on December 2.

In an internal mail to employees, IndiGo CEO Pieter Elbers said the airline could not live up to its promise of providing a good experience to customers. "Accumulation of operational challenges, including minor technology glitches, schedule changes, adverse weather conditions, heightened

congestion in the aviation ecosystem, and implementation of newly released FDTL rules compounded negatively to create a cascading impact on our operations," Mr Elbers said in the mail.

Minister of civil aviation of India 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 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.

Working to restore ops: Airlines CEO

New Delhi, Dec. 4: Amid significant flight disruptions, IndiGo CEO Pieter Elbers on Thursday said the airline's immediate goal is to normalise operations and bring punctuality back on track "which is not an easy target". In a message to the staff, he also admitted that the airline could not live up to the promise of providing good experience to customers.

IndiGo, the country's largest airline, is grappling with significant operational disruptions in the past few days and over 550 flights were cancelled on Thursday while scores of flights were delayed.

Against this backdrop, Mr Elbers said these past few days have been difficult for many of IndiGo's customers and colleagues. "We serve close to 380,000

customers a day and want each of them to have a good experience. We could not live up to that promise these past days and we have publicly apologised for that," he said.

As per him, an accumulation of several operational challenges, including minor technology glitches, schedule changes, adverse weather conditions, heightened congestion in the aviation ecosystem, and the implementation of the newly released FDTL (Flight Duty Time Limitations) norms-compounded negatively to create a cascading impact on the airline's operations.

The airline operates around 2,300 flights daily and its on-time performance (OTP) plunged to 19.7 per cent on December 3. — PTI



Corporate Communications Directorate

THE ASIAN AGE

DELHI

5 DECEMBER 2025

Airline chaos was avoidable

The aviation chaos that has been affecting passengers of India's largest carrier IndiGo could have been largely avoided if the airline had done any planning on meeting eventualities arising from the Flight Duty Time Limitation regulations that took effect last month, a year and a half after they were proposed.

True, there are annual disruptions to air travel caused by winter weather in the north and the northeast monsoon season in the south. But the current delays and across-the-board cancellations of around 1,000 flights over four days from among the carrier's 1,500 daily flights are owed more to IndiGo's "prolonged and unorthodox lean manpower strategy across all departments, particularly inflight operations" as its body of pilots puts it.

The airline has been hauled up by the DGCA for the unprecedented levels of confusion regarding scheduled arrivals and departures with the elderly and mothers with young children sometimes having to spend whole nights at terminals before their flights took off. The delays, anxieties and stress from infrastructure that is not built to withstand such mass delays and cancellations have inflicted a toll on the average Indian air passenger.

The new FDTL regulations are empathetic to pilots who have been suffering untold miseries for years in the airlines' policies regarding a pilot wage freeze even as hiring has been put on hold despite the need for more pilots to fly in the new regulated environment. The airline cannot continue to be an insensitive employer with such practices as non-poaching agreements with competitors, etc, while executive staff are rewarded.

The duopoly of Air India and IndiGo, operating over 90 per cent of domestic flights, is not to be blamed for this disarray caused by a behemoth of the growing Indian aviation industry. The public may have suffered without a voice for decades when a monopoly existed, but in these more enlightened times in which social media offers a convenient platform to air grievances, it is the way in which airlines operate that comes into sharp focus.

Airlines are not a mere service industry to be equated with a blasé bureaucracy impervious to customer needs and comforts. There are social obligations to consider when serving millions of Indians and others who have a right to expect a certain level of efficiency in public service aviation. The DGCA must crack the whip to get the airline to get its act together or face exemplary fines.



Corporate Communications Directorate

THE ASSAM TRIBUNE

GUWAHATI

4 DECEMBER 2025

IndiGo faces penalty

NEW DELHI, Dec 3: IndiGo on Tuesday said it has been slapped with a penalty of Rs 117.52 crore related to input tax credit and the airline will challenge the ruling.

The penalty has been imposed on the airline by Joint Commissioner of Central Tax and Central Excise, CGST Kochi Commissionerate, Kerala.

According to a regulatory filing, the fine is related to the period 2018-19 to 2021-22.

"The department has denied input tax credit (ITC) availed by the company and has issued a demand order along with penalty. The company believes that the order passed by the authorities is erroneous. Further, the company believes that it has a strong case on merits, backed by advice from external tax advisors," the filing said.

Further, the airline said it would contest the same before the appropriate authority and that there was no significant impact on its financials, operations or other activities. – PTI

इंडिगो की मुश्किलें नहीं थमीं 550 से ज्यादा उड़ानें निरस्त

क्रू की कमी, नए एफडीटीएल नियम से यात्रियों की परेशानियां बढ़ीं, दिल्ली में 172, मुंबई में 118, हैदराबाद में 75 और बंगलूरु में 100 उड़ानें हुई रद्द

अमर उजाला ब्यूरो/एजेंसी

नई दिल्ली/मुंबई/हैदराबाद। देश की सबसे बड़ी एयरलाइन कंपनी इंडिगो की मुश्किलें बढ़ती जा रही हैं। क्रू की कमी समेत अलग-अलग कारणों से इंडिगो को बृहस्पतिवार को देशभर में अपनी 550 से ज्यादा उड़ानें रद्द करनी पड़ीं। इनमें घरेलू के साथ-साथ अंतरराष्ट्रीय उड़ानें भी शामिल हैं। इसके अलावा बड़ी संख्या में उड़ानें देरी से चलीं, जिससे लंबी कतारों में लगे यात्रियों को भारी परेशानी का सामना करना पड़ा।

इंडिगो में उड़ानों का संकट तीसरे दिन भी जारी रहा। बृहस्पतिवार को दिल्ली, मुंबई, बंगलूरु, चेन्नई, कोलकाता, गोवा, हैदराबाद सहित कई बड़े शहरों में 550 से ज्यादा घरेलू और अंतरराष्ट्रीय उड़ानें रद्द कर दी गईं। बुधवार को इंडिगो की समय पर उड़ान (ओटीपी) केवल 19.7 प्रतिशत रह गई थी, जो बेहद कम है। अगले दिन बृहस्पतिवार को भी स्थिति में खास सुधार नहीं दिखा। दिल्ली में 172, मुंबई में 118, हैदराबाद में 75, कोलकाता में 35, चेन्नई में 26, गोवा में 11 और बंगलूरु में 100 उड़ानें रद्द की गईं। कई अन्य हवाई अड्डों पर भी उड़ानें प्रभावित हुईं।

नागर विमान महानिदेशालय (डीजीसीए) ने एयरलाइन से बातचीत शुरू की है और कारणों पर विस्तृत रिपोर्ट मांगी है। इंडिगो के सीईओ पीटर एल्बर्स ने कहा कि इंडिगो के यात्रियों और कर्मचारियों के लिए बीते कुछ दिन मुश्किल रहे हैं। एयरलाइन का अभी लक्ष्य कामकाज को सामान्य करना और उड़ानों में देरी को दुरुस्त करना है, जो आसान लक्ष्य नहीं है। उन्होंने माना कि कंपनी अच्छा अनुभव देने का वादा पूरा नहीं कर पाई।



दिल्ली एयरपोर्ट पर यात्रियों की कतारें।

नए एफडीटीएल ने बढ़ाई इंडिगो का संकट

सूत्रों ने बताया कि नए एफडीटीएल (फ्लाइट ड्यूटी टाइम लिमिटेशन) नियमों के दूसरे चरण के लागू होने के बाद से इंडिगो एयरलाइन क्रू की गंभीर कमी से जूझ रही है। पायलट संगठनों ने भी एयरलाइन की आलोचना की है।

■ फेडरेशन ऑफ इंडियन पायलट्स (एफआईपी) ने आरोप लगाया कि दो साल की तैयारी अवधि मिलने के बावजूद इंडिगो ने नए नियम लागू होने से पहले भर्ती नहीं बढ़ाई और हायरिंग फ्रोज लगा दिया।

एफआईपी के अध्यक्ष कैप्टन सीएस रंधावा ने कहा कि इंडिगो के बड़े नेटवर्क ने दिक्कतों का लेवल बढ़ा दिया है। पहला बड़ा कारण स्टाफ की कमी है।

■ एयरलाइन पायलट्स एसोसिएशन ऑफ इंडिया (एएलपीए) ने कहा कि यह संकट संसाधनों की खराब योजना का नतीजा है और कुछ एयरलाइंस डीजीसीए पर दबाव बनाकर नए एफडीटीएल नियमों में ढील चाहती हैं।

हैदराबाद एयरपोर्ट पर इंडिगो की उड़ानों की आवाजाही में देरी होने से यात्रियों को अफरा-तफरी का सामना करना पड़ा। इससे एयरपोर्ट पर लंबी कतारें लग गईं। धम की स्थिति की वजह से एयरपोर्ट पर यात्रियों को काफी परेशानी उठानी पड़ी। एयरपोर्ट अधिकारियों के मुताबिक, ऑपरेशनल दिक्कतों की वजह से इंडिगो की कई उड़ानों में देरी हुई, जिससे एयरपोर्ट पर भीड़ बढ़ गई। कुछ ऐसी ही स्थिति राष्ट्रीय राजधानी दिल्ली, जम्मू, गोवा, हैदराबाद, अहमदाबाद, बंगलूरु, कोलकाता और मुंबई समेत देश के दूसरे बड़े हवाई अड्डों पर भी देखने को मिली।

अफरा-तफरी

तीन माह में सामान्य होंगे हालात : उड़डयन मंत्री केआर मोहन नायडू ने इंडिगो अधिकारियों के साथ उच्चस्तरीय बैठक में दिक्कतों की समीक्षा की। बैठक में इंडिगो, भारतीय विमानपत्तन प्राधिकरण, एयर ट्रैफिक कंट्रोल, डीजीसीए महानिदेशक और विमानन सचिव के प्रतिनिधि शामिल हुए। इंडिगो ने बताया कि उसका ऑपरेशन 10 फरवरी तक पूरी ठीक हो जाएगा। एयरलाइन ने पायलट ड्यूटी को लिमिट करने वाले कुछ नियमों से राहत मांगी है।



Corporate Communications Directorate

AMAR UJALA

DELHI

5 DECEMBER 2025

शारजाह और मदीना से हैदराबाद आ रहे इंडिगो विमानों में बम की धमकी

अहमदाबाद। सऊदी अरब के मदीना और संयुक्त अरब अमीरात (यूएई) के शारजाह से हैदराबाद आ रही इंडिगो की दो उड़ानों को धमकी भरा ईमेल प्राप्त हुआ। मदीना से हैदराबाद आ रहे



विमान को नजदीकी अहमदाबाद डायवर्ट कर दिया गया।

अहमदाबाद के पुलिस उपायुक्त (जोन-4) अतुल

बंसल ने बताया कि विमान दोपहर करीब 12.30 बजे सरदार वल्लभभाई पटेल अंतरराष्ट्रीय हवाई अड्डे पर सुरक्षित उतरा गया। इसके बाद विमान की जांच की गई, जिसमें कुछ भी संदिग्ध नहीं पाया गया। इसी तरह, शारजाह से हैदराबाद आ रही इंडिगो की उड़ान को धमकी भरा ईमेल प्राप्त हुआ। हैदराबाद एयरपोर्ट के अधिकारियों ने बताया कि ईमेल दोपहर 2 बजे मिला, जबकि विमान शाम 3.15 बजे सुरक्षित लैंड कर गया। इसके बाद विमान की गहन जांच की गई। एजेसी

इंडिगो की मुश्किलें नहीं थमीं 550 से ज्यादा उड़ानें रद्द

■ क्रू की कमी, एफडीटीएल नियम से यात्रियों की परेशानियां बढ़ीं

नई दिल्ली/मुंबई/हैदराबाद। देश की सबसे बड़ी एयरलाइन कंपनी इंडिगो की मुश्किलें बढ़ती जा रही हैं। क्रू की कमी समेत अलग-अलग कारणों से इंडिगो को बृहस्पतिवार को देशभर में अपनी 550 से ज्यादा उड़ानें रद्द करनी पड़ीं। इनमें घरेलू के साथ-साथ अंतरराष्ट्रीय उड़ानें भी शामिल हैं। इसके अलावा बड़ी संख्या में उड़ानें देरी से चलीं, जिससे लंबी कतारों में लगे यात्रियों को भारी परेशानी का सामना करना पड़ा।

इंडिगो में उड़ानों का संकट तीसरे दिन भी जारी रहा। बृहस्पतिवार को दिल्ली, मुंबई, बंगलूरु, चेन्नई, कोलकाता, गोवा, हैदराबाद सहित कई बड़े शहरों में 550 से ज्यादा घरेलू और अंतरराष्ट्रीय उड़ानें रद्द कर दी गईं। सुधवार को इंडिगो को समय पर उड़ान (ओटीपी) केवल 19.7 प्रतिशत रह गई थी, जो बेहद कम है। अगले दिन बृहस्पतिवार को भी स्थिति में खास सुधार नहीं दिखा। दिल्ली में 172, मुंबई में 118, हैदराबाद में 75, कोलकाता में 35, चेन्नई में 26, गोवा में 11 और बंगलूरु में 100 उड़ानें रद्द की गईं। कई अन्य हवाईअड्डों पर भी उड़ानें प्रभावित हुईं। नागर विमान महानिदेशालय (डीजीसीए) ने एयरलाइन से बातचीत शुरू की है और कारणों पर विस्तृत रिपोर्ट मांगी है। बृहस्पतिवार को इंडिगो के सीईओ पीटर एल्बर्स ने कहा कि बीते



हवाईअड्डों पर लगीं लंबी कतारें

हैदराबाद एयरपोर्ट पर इंडिगो की उड़ानों की अभावजाली में काफी देरी होने से यात्रियों को लंबी लाइनें लग गईं। धूम की स्थिति की वजह से अफरा-तफरी भरी रही। एयरपोर्ट अधिकारियों के मुताबिक, ऑपरेशनल दिक्कतों की वजह से इंडिगो की कई उड़ानों में देरी हुई, जिससे एयरपोर्ट पर भीड़ बढ़ गई। कुछ ऐसी ही स्थिति राष्ट्रीय राजधानी दिल्ली, जम्मू, अहमदाबाद, बंगलूरु, कोलकाता और मुंबई समेत देश के दूसरे बड़े हवाईअड्डों पर भी देखने को मिली।

10 फरवरी तक सामान्य होंगे हालात

नई दिल्ली। उड़्डयन मंत्री के.आर. मोहन नायडू ने इंडिगो अधिकारियों के साथ उच्च स्तरीय बैठक की और एयरलाइन के ऑपरेशन में चल रही परेशानियों की समीक्षा की। बैठक में इंडिगो, भारतीय विमानपत्तन प्राधिकरण (एएआई), एयर ट्रैफिक कंट्रोल (एटीसी), डीजीसीए के महानिदेशक और विमानन सचिव के प्रतिनिधि शामिल हुए। इंडिगो ने डीजीसीए को बताया कि उसका ऑपरेशन 10 फरवरी तक पूरी तरह से ठीक हो जाएगा।

कुछ दिन इंडिगो के यात्रियों और कर्मचारियों के लिए मुश्किल रहे हैं।



Corporate Communications Directorate

BUSINESS STANDARD

DELHI

5 DECEMBER 2025

Redrawing the flight path

IndiGo crisis calls for greater focus on HR management

Mass flight cancellations by IndiGo, India's largest airline by market share, on account of new pilot-roster norms, have shone an unwelcome spotlight on human-resource management, which lies at the heart of efficient and safe operations in the industry. Although the airline has apologised for the nationwide disruption, the patent absence of planning demands a fuller response. All Indian airlines have had ample time to prepare for these new rules. The rules were initially notified by the Directorate General of Civil Aviation (DGCA) in January last year for introduction in June last year but were deferred following requests by airlines for time to prepare. Instead, the DGCA permitted the rules to be introduced in two phases — in July and then November this year. That means airlines had over a year to prepare for the new rostering rules.

Given the explosive growth of the Indian aviation industry, these new rules, which align with best practices set by the International Civil Aviation Organization, are critical. They principally address the issue of pilot fatigue, which is said to account for almost 20 per cent of human error in fatal accidents globally. The flight duty time limitation (FDTL) stipulates 48 hours' consecutive weekly rest; restricts to two the number of night landings, the definition of which covers midnight to 6 am against 5 am earlier; and limits the amount of consecutive night duty. This apart, pilots are not allowed to fly more than one hour (that includes the time for pre- and post-flight duties) in addition to the flight hours, and those flying ultra-long haul routes require an additional 24-hour rest period between two consecutive flights.

It is easy to see that these rules require airlines to accelerate their pilot and crew hiring programmes. In fact, the FDTL norms are not the only compulsion to do so. High fleet growth — with IndiGo placing orders for more than 1,000 aircraft, Air India about 500, and smaller airlines also expanding — is expected to see demand for trained pilots soar to over 20,000 in the near future. The current "shortage" of pilots is less a result of supply-demand mismatches than of periodic slowdowns in hiring by airlines in response to cyclical demand, which prompts large airlines such as IndiGo to pursue a lean manpower strategy across departments. The Federation of Indian Pilots has accused the airline of imposing a hiring freeze and has urged the DGCA not to approve airlines' seasonal flight schedules unless they have adequate staff to operate their services "safely and reliably" under the new FDTL norms.

Though there may be some merit in this argument, especially given that other airlines do not appear to have suffered problems on a similar scale, the airline could also point to the quality of pilots graduating from training schools as a deterrent to faster hiring. Earlier this year, the DGCA's first ever ranking of flying-training organisations revealed that none achieved top ranking (A or A+) and most fell into the B and C brackets. This implies that even if airlines were to hire on a regular basis, their ability to do so is constricted by quality constraints as well as bearing the costs of either training newly hired pilots or hiring expensive foreign talent. All told, the crisis points to the need for a broader focus on human-resource needs in aviation, its availability, and training.

पहली बार ऐसे हालात • 10 एयरपोर्ट पर सैकड़ों यात्री परेशान, केंद्र सख्त, डीजीसीए इंडिगो पर रखेगा नजर इंडिगो में 3 दिन से संकट; अब 550 उड़ानें रद्द, कंपनी बोली- हालात सुधरने में 3 माह लगेंगे

भास्कर न्यूज़ | मुंबई/नई दिल्ली

पायलट और क्रू मेंबर्स की कमी से जूझ रही देश की सबसे बड़ी विमान कंपनी इंडिगो का संकट और गहरा गया है। गुरुवार को कंपनी की दिल्ली, मुंबई, बंगलुरु, चेन्नई, हैदराबाद समेत करीब 10 एयरपोर्ट पर 550 से ज्यादा उड़ानें रद्द हुईं। सबसे ज्यादा 172 उड़ानें दिल्ली, 118 मुंबई, 100 बंगलुरु, 75 हैदराबाद तो 35 कोलकाता, 26 चेन्नई और 11 गोवा एयरपोर्ट से रद्द हुईं। कई यात्री 8-10 घंटे एयरपोर्ट पर इंतजार करते रहे। तीन दिन में इंडिगो की 800 उड़ानें रद्द हो चुकी हैं।

इससे सरकार भी नाराज है। नागर विमानन मंत्री राममोहन नायडू ने डीजीसीए और इंडिगो के अफसरों के साथ बैठक की। इसमें इंडिगो ने बताया कि फ्लाइट ड्यूटी टाइम लिमिटेशन (एफडीटीएल) नियमों के अनुमान में गलती हुई। उड़ान संचालन पूरी तरह से 10 फरवरी 2026 तक सामान्य होगा। मंत्री ने निर्देश दिए कि मौजूदा हालात में हवाई किराया नहीं बढ़ना चाहिए। यात्रियों को होटल में रुकवाने के इंतजाम करें।



छत्तीसगढ़ के रायपुर में एयरपोर्ट पर इंतजार करते यात्री।

तो सबकुछ जो आपके लिए जानना जरूरी है

क्या है एफडीटीएल नियम?

• एफडीटीएल नए नियम हैं, जो तीन चरणों में लागू हुए हैं। पहला चरण जुलाई तो दूसरा और तीसरा चरण 1 नवंबर से लागू है। इसमें पायलट और क्रू के आराम का ख्याल रखा है। उनका साप्ताहिक विश्राम 36 घंटे से बढ़ाकर 48 घंटे कर दिया गया है। रात में लैंडिंग सीमा 6 से घटाकर 2 की गई है। नाइट आवर्स की परिभाषा में एक घंटे बढ़ाया गया है। इससे इंडिगो का कई सेक्टर में टाइम शेड्यूल बिगड़ा और कई क्रू मेंबर छुट्टी पर चले गए।

तो सिर्फ इंडिगो को ही समस्या क्यों?

• इंडिगो के पास 434 विमान और रोज 2300 उड़ानें हैं। रात और तड़के सुबह में बहुत ज्यादा उड़ानें हैं। कंपनी की रणनीति उच्च विमान उपयोग की है। इसलिए नए

नियमों के तहत अब पायलट-क्रू की कमी हो रही है। बाकी एयरलाइंस के पास कम विमान हैं, जबकि पायलट-क्रू ज्यादा हैं।

अब कंपनी हालात कैसे सुधारेगी?

• कंपनी ने डीजीसीए से एफडीटीएल नियमों में अस्थायी छूट मांगी है। कंपनी क्रू भर्ती और ट्रेनिंग का पूरा रोडमैप बताएगी। रोस्टर रीस्ट्रक्चरिंग और सेपटी असेसमेंट की नई योजना बनाएगी। डीजीसीए को हर 15 दिन में प्रोग्रेस रिपोर्ट देगी।

संकट का इंडिगो की सेहत पर असर?

• इंडिगो की पैरेंट कंपनी इंटरग्लोब एविएशन है, जिसकी मार्केट वैल्यू 2.28 लाख करोड़ रु. है। गुरुवार को बीएसई पर इंडिगो का शेयर 3.6% से ज्यादा गिर गया। यह 5 महीनों में सबसे नीचे है।

सरकार बोली- इंडिगो ने हालात नहीं संभाले

मंत्री नायडू ने इंडिगो अफसरों पर नाराजगी जताते हुए कहा कि पर्याप्त समय होने के बावजूद एफडीटीएल के बाद हालात ठीक से नहीं संभाले। अब डीजीसीए इसकी उड़ानों की रियल टाइम निगरानी करेगा। इसके ऑपरेशनल कंट्रोल सेंटर्स पर अफसर तैनात होंगे। सभी एयरपोर्ट डायरेक्टर्स हालात पर नजर रखेंगे और समन्वय बनाएंगे।

सीईओ ने माफी मांगी... सुधरने में वक्त लगेगा

इंडिगो ने बैठक में माना कि एफडीटीएल के दूसरे चरण को लागू करने में अनुमान और प्लानिंग गलत रही। उधर, इंडिगो सीईओ पीटर एल्बर्स ने यात्रियों से माफी मांगते हुए कहा- हम रोज 3.8 लाख यात्रियों को सेवा देते हैं और चाहते हैं कि सभी को अच्छा अनुभव मिले। पर, हम ऐसा नहीं कर पाए। अब वक्त लगेगा।



Corporate Communications Directorate

DAINIK BHASKAR

DELHI

5 DECEMBER 2025

लोकलसर्किल्स सर्वे • 45% ने कहा- जानकारी में देरी, पारदर्शिता कम इंडिगो की टाइमिंग से 54% यात्री नाराज; 12 महीनों में सर्विस से जुड़ी शिकायतें तेजी से बढ़ीं

बिजनेस संवाददाता | नई दिल्ली

पिछले 12 महीनों में देश की सबसे बड़ी एयरलाइन इंडिगो की सर्विस को लेकर यात्रियों की नाराजगी तेजी से बढ़ी है। लोकलसर्किल्स के ताजा सर्वे में 54% यात्रियों ने कहा कि इंडिगो की फ्लाइट समय पर नहीं उड़ती। यही नहीं, 54% ने स्टाफ के बर्ताव पर भी सवाल उठाए, जबकि 45% ने जानकारी देने में देरी और पारदर्शिता की कमी को सबसे बड़ी समस्या बताया। यह स्थिति तब है जब नवंबर में इंडिगो ने 1,232 फ्लाइटें रद्द कीं और सिर्फ 5 दिसंबर को ही करीब 550 उड़ानें

रद्द हो गईं। नए नियमों के बाद कू की कमी, तकनीकी दिक्कतें, एयरस्पेस प्रतिबंध, भीड़ और मौसम में बदलाव भी उड़ानों में देरी और रद्द होने की वजह बने। उड़ानों का ऑन टाइम परफॉरमेंस भी 2021 के 92.4% से गिरकर 2024 में 69.69% पर आ गया। इस सर्वे में देश के 301 जिलों से 15,000 से ज्यादा इंडिगो यात्रियों की राय जानी गई। इनमें 62% पुरुष और 38% महिलाएं थीं। इनमें से 46% टियर-1 शहर, 29% टियर-2 शहर और 25% छोटे शहर-गांवों से थे। इंडिगो जुलाई-सितंबर तिमाही में 2,582 करोड़ रुपए का घाटा दिखा चुकी है।

समय की पाबंदी और बैगेज से जुड़ी शिकायतें ज्यादा बढ़ीं

शिकायत का क्षेत्र	2024 में यात्री	2025 में यात्री
समय की पाबंदी	33%	54%
स्टाफ का व्यवहार	46%	54%
बैगेज हैंडलिंग	27%	42%
पारदर्शिता	27%	45%
ग्राहक सेवा	23%	32%
गुणवत्ता/रखरखाव	19%	27%
फूड क्वालिटी	23%	23%
एंटरटेनमेंट सिस्टम	13%	14%

(स्रोत: लोकलसर्किल्स डॉट कॉम)



Corporate Communications Directorate

DAINIK BHASKAR

JAIPUR

4 DECEMBER 2025

हैदराबाद सहित 8 शहरों की फ्लाइट्स घंटों लेट

जयपुर | जयपुर से हैदराबाद सहित विभिन्न शहरों की फ्लाइट्स बुधवार को देरी से रवाना हुईं। इंडिगो की 6ई-471 शाम 5:20 की बजाय 6:25 बजे हैदराबाद रवाना हो सकी। 6ई-694 शाम 5:25 की जगह 7:15 बजे चेन्नई गई। 6ई-7468 शाम 5:35 की बजाय 6:50 बजे तक देहरादून रवाना हुई। 6ई-7524 शाम 6:20 की बजाय 7:40 बजे अहमदाबाद, 6ई-5324 शाम 7:05 की बजाय 8:45 बजे मुंबई, 6ई-6481 शाम 8:25 की बजाय रात 10:45 बजे तक हैदराबाद, 6E-373 रात 9:55 की बजाय 10:50 बजे बेंगलूर, 6ई-5136 रात 11:50 की बजाय 1:10 बजे दिल्ली, 6ई-5166 देर रात 11:55 की बजाय 12:55 बजे मुंबई रवाना हो सकी।



Corporate Communications Directorate

DESHBANDHU

DELHI

5 DECEMBER 2025

भारत में उड़ान योजना में 3.27 फ्लाइट्स का हुआ संचालन : केंद्र

■ 157 लाख से अधिक यात्रियों को मिला फायदा

नई दिल्ली, 4 दिसम्बर (एजेंसियां)। रीजनल कनेक्टिविटी स्कीम (आरसीएस) उड़ान के तहत 3.27 लाख फ्लाइट्स उड़ी हैं और इससे 157 लाख से अधिक यात्रियों को फायदा हुआ है। यह जानकारी सरकार की ओर से गुरुवार को दी गई। सरकार ने बताया कि वित्त वर्ष 2024-25 में महाराष्ट्र के अमरावती और सोलापुर में एयरपोर्ट विकसित और संचालन शुरू किया गया है।

केंद्रीय नागर विमानन राज्य मंत्री मुरलीधर मोहोले ने कहा कि जनवरी 2024 से नवंबर 2025 के समय के दौरान, महाराष्ट्र में 34 आरसीएस रूट चालू किए गए हैं, जो देश भर के अलग-अलग एयरपोर्ट को जोड़ते हैं, जिनमें आदिवासी या पिछड़े जिलों में मौजूद एयरपोर्ट भी



आज उड़ान भारत की सबसे प्रशंसित उपलब्धियों में से एक है : मुरलीधर मोहोले

शामिल हैं। केंद्रीय मंत्री के मुताबिक, आरसीएस के तहत एयरलाइन ऑपरेटर्स को भागीदारी को प्रोत्साहित करने और अफोर्डेबिलिटी सुनिश्चित करने के लिए वाएबिलिटी गैप फंडिंग (वीजीएफ) सहायता और विभिन्न रियायतें प्रदान की जाती हैं।

केंद्रीय मंत्री ने बताया, 'अब तक, इस योजना के तहत चयनित एयरलाइन

ऑपरेटर्स को वीजीएफ के रूप में सहायता प्रदान करने के लिए 4,352 करोड़ रुपये की राशि खर्च की जा चुकी है।'

सरकार उड़ान मार्गों के उपयोग और प्रदर्शन की निगरानी लोड फैक्टर, समय पर प्रदर्शन, विमान तैनाती और सेवा स्थिरता जैसे मानकों के माध्यम से करती है, जिनकी समय-समय पर एक संरचित निगरानी तंत्र के माध्यम से समीक्षा की जाती है।

मोहोले ने कहा कि महाराष्ट्र में ऑपरेशनल उड़ान एयरपोर्ट्स सहित आदिवासी या दूरदराज के जिलों में स्थित एयरपोर्ट का नियमित रूप से मूल्यांकन किया जाता है और निर्धारित प्रदर्शन मानदंडों को पूरा करने वाले मार्गों को ऐसे कम सेवा वाले क्षेत्रों में निरंतर और विश्वसनीय क्षेत्रीय हवाई संपर्क सुनिश्चित करने के लिए समर्थन प्राप्त होता रहता है।

Corporate Communications Directorate

DECCAN CHRONICLE

HYDERABAD

4 DECEMBER 2025

TRAVEL | HALT

Schedule calibrated for 48 hours to stabilise ops

Staff crunch hits 350 Indigo flights

DC CORRESPONDENTS
NEW DELHI/HYDERABAD,
DEC. 3

IndiGo passengers faced major inconvenience on Wednesday as more than 200 flights were cancelled and over 150 delayed across multiple airports, primarily due to a shortage of crew, including pilots, following the implementation of a new roster system.

The airline attributed the disruptions to a combination of technical and operational reasons and announced "calibrated schedule adjustments" for the next 48 hours to stabilise operations. These adjustments

According to DGCA data, IndiGo reported 1,232 cancellations in November:

755 due to crew/FDTL constraints	92 due to ATC system failures	258 due to airport or airspace restrictions
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HYDERABAD FLIGHTS CANCELLED



New regulations limit duty, flight time, report fatigue.

● Departures ● Arrivals

will include further cancellations and rescheduling. Chaos was reported at several airports as disruptions that began late on Tuesday peaked on Wednesday.

Passengers posted videos and images showing long delays and cancellations, leading to overcrowding and confusion. Sources said the airline has been experi-

encing consistent flight delays for the past one month — partly due to the revised crew rest and duty norms (FDTL) that came into effect from November 1 limit the number of night landings and mandate longer weekly rest periods, resulting in crew shortages. IndiGo, which operates around 2,300 daily domestic and international flights, was already facing a pilot shortage. 48-hour rest, extended nights, two-night landing cap; opposed by IndiGo, Air India, enforced by Delhi High Court.

Pg 9: Airline offers refunds as disruptions cause chaos

AIRLINE REFUNDS PASSENGERS AMID DISRUPTIONS

FROM PAGE 1

The Directorate General of Civil Aviation (DGCA) said it is investigating the situation and evaluating measures, in coordination with IndiGo, to minimise passenger inconvenience.

The regulator has asked the airline to appear before DGCA headquarters and present the facts leading to the disruptions along with a mitigation plan. The airline added that affected passengers are being offered alternative travel arrangements or refunds as applicable. It also urged travellers to check their flight status before heading to the airport.

62 flights at KIA among over 100 cancelled by IndiGo; fliers fume

Rostering rules, weather among causes, says airline

BENGALURU/HYDERABAD/
DELHI, DHNS & AGENCIES

Sixty-two flights in Bengaluru's Kempegowda International Airport (KIA) were among the over 100 that IndiGo cancelled as of Wednesday evening as the airline grappled with operational disruptions.

The cancellations at KIA include 31 arrivals and as many departures besides delays.

According to a KIA source, arrivals from Delhi, Hyderabad, Mumbai, Chennai, Goa, Kolkata and Lucknow were cancelled. Among the departure flights impacted were Mumbai, Delhi, Goa, Hyderabad, Chennai, Kolkata



Travellers wait at IndiGo ticketing kiosks at Kempegowda International Airport in Bengaluru on Wednesday. REUTERS

CREW CURBS

One of the reasons for cancellations was rostering rules or Flight Duty Time Limitations (FDTL)

Latest FDTL norms

- Increased weekly rest periods to 48 hours
- Extension of night hours
- Limiting number of night landings to two as against six earlier

and Ahmedabad. An IndiGo representative attributed the cancellations to opera-

DGCA probing disruptions

DGCA on Wednesday said it is investigating IndiGo flight disruptions, and has asked the airline to submit the reasons for the situation as well as the plans to reduce flight cancellations and delays. Details on Page 11

tional reasons and a cascading effect of multiple delays. ► Flights, Page 6

62 flights at KIA among over 100...

Flights, from Page 1

At least 38 flights were also cancelled at the Delhi airport, 33 at the Mumbai airport and 31 at the Hyderabad airport.

"A multitude of unforeseen operational challenges, including minor technology glitches, schedule changes linked to the winter season, adverse weather conditions, increased congestion in the aviation system and the implementation of updated crew rostering rules (Flight Duty Time Limitations) had a negative compounding impact on our operations in a way that was not feasible to be anticipated," the airline said in a statement.

However, a BIAL spokesperson confirmed that there was no congestion at KIA on Wednesday.

The company has initiated calibrated adjustments to restore stability. "These measures will remain in place for the next 48 hours and will allow us to normalise our operations and progressively recover our punctuality across the network," it said.

Twenty IndiGo flights were also cancelled at KIA on December 2. Passengers at the airport have complained about severe delays, between one and three hours, in IndiGo flights over the past week.

Many passengers have taken to social media to voice their frustrations.

"Harrowing experience with #Indigoairlines #Indigo They cancelled 11.30 am non-stop flight from Udaipur to Bengaluru, intimated that at 8 am. The online alternatives given for today were all connecting flights of 10+ hr reaching midnight or next day in Bangalore. There's no compensation, no proper alternative arrangements, no importance for customer convenience. Not even any food options are offered for such an inconvenience. #Indigo charged me nearly Rs 7.5k for a non-stop flight. I now don't know when at all I am going to reach Bangalore," Eupa Basu wrote on X.

Another X user, Vikram Parth, shared, "Unacceptable flight delays by @IndiGo6E. 65293 from Bangalore to

Mumbai delayed multiple times. From 12.30 pm to 2.05 pm to 3.45 pm to 4.40 pm. Wasting the entire day at the airport thanks to IndiGo. Thousands of passengers stranded in Bangalore airport."

At the Rajiv Gandhi International Airport (RGIA) in Hyderabad, angry passengers engaged in heated arguments with the airline's ground staff.

At one point Lord Ayyappa devotees broke into impromptu bhajans in protest, expressing frustration over the lack of clear communication from the airline.

Sources at RGIA said IndiGo cancelled at least 13 outgoing flights at Hyderabad to various destinations, including Delhi and Bengaluru.

In addition to the outgoing flights, 18 incoming flights from different destinations were also cancelled, while nine flights had been called off on Tuesday.

Videos circulating on social media showed frustrated passengers confronting IndiGo staff over prolonged delays. One user on X wrote, "Deeply unfortunate to see #Ayyappa devotees forced to protest at Hyderabad Airport after @IndiGo6E failed to address hours-long delays. Passengers deserve clarity and responsible service. Hope the authorities take immediate action," tagging Prime Minister Narendra Modi, Union Ministers Amit Shah and Ram Mohan Naidu.

The latest FDTL norms, which entail increased weekly rest periods to 48 hours, extension of night hours, and limiting the number of night landings to only two as against six earlier were initially opposed by the domestic airlines, including IndiGo and Tata Group-owned Air India.

In the statement, IndiGo said its teams are working around the clock to ease customer discomfort and ensure operations stabilise as quickly as possible.

"Furthermore, the affected customers are being offered alternative travel arrangements to reach their destinations or refunds, as applicable".

इंडिगो की फिर 550 उड़ानें रद्द, इनमें 138 दिल्ली से, लगेज के लिए भी 10 घंटे का इंतजार



75-80% उड़ानें समय पर रहती हैं भारत में, अब 20 प्रतिशत तक गिर गए इंडिगो के शेयर

3% हिस्सेदारी रखती है इंडियन एविएशन मार्केट में इंडिगो

जागरण ब्यूरो, नई दिल्ली : भारत के उड़डयन इतिहास में चार दिसंबर, 2025 का दिन गंभीर संकट के रूप में याद किया जाएगा। देश की सबसे बड़ी एयरलाइन इंडिगो ने गुरुवार को फिर 550 से अधिक उड़ानों को रद्द कर दिया। दिल्ली से लेकर हैदराबाद और मुंबई से लेकर बेंगलुरु तक के हवाईअड्डों पर यात्री परेशान रहे। दिल्ली में 138, मुंबई में 85, हैदराबाद में 70 और बेंगलुरु में 50 से अधिक उड़ानें रद्द हुईं। जिनका संचालन हुआ भी, उनमें घंटों का विलंब देखा गया। कई यात्रियों को 10-10 घंटे केवल लगेज लेने के

- जिन उड़ानों का संचालन हुआ भी, उनमें भी घंटों का विलंब
- दिल्ली हो, मुंबई हो या हैदराबाद या बेंगलुरु, यात्री परेशान

लिए इंतजार करना पड़ा। तीन दिनों से इंडिगो की उड़ानों को रद्द करने व लेटलतीफी की समस्या बढ़ती जा रही थी, जो गुरुवार को चरम पर पहुंच गई। अभी समस्या का समाधान नहीं दिख रहा है। इंडिगो की उड़ानें रद्द होने के बीच हवाई किराये में भी वृद्धि देखी गई है। इंडिगो ने इस समस्या के लिए

डीजीसीए द्वारा लागू नए फ्लाइट ड्यूटी टाइम लिमिट (एफडीटीएल) को जिम्मेदार ठहराया है। इसके तहत पायलट व केबिन क्रू के लिए उड़ान के घंटे, ड्यूटी टाइम और आराम के समय पर सख्त पाबंदियां लगाई गई हैं। पायलटों की अधिकतम ड्यूटी 13 घंटे से घटाकर 10-11 घंटे कर दी गई है। साथ ही लगातार ड्यूटी के बाद अनिवार्य विश्राम अवधि बढ़ा दी गई है। सरकार का कहना है कि ये नियम हवाई यात्रा को सुरक्षित बनाने के लिए व अंतरराष्ट्रीय मानकों के अनुरूप हैं। डीजीसीए के रुख से स्पष्ट है कि वह नियमों में

दोल देने को तैयार नहीं है। इंडिगो ने कहा-आठ दिसंबर से कम करेंगे फ्लाइट: प्रेट के अनुसार, डीजीसीए के साथ गुरुवार को इंडिगो की बैठक हुई। इंडिगो ने कहा-स्थिर फ्लाइट आपरेशन अगले साल 10 फरवरी तक बहाल हो जाएगा। साथ ही स्वीकार किया कि पिछले कुछ दिनों में एफडीटीएल नाम्स के दूसरे चरण को लागू करने में गलत आकलन और योजना की कमी से उड़ानें रद्द हो रही हैं। आठ दिसंबर तक और अधिक उड़ानें रद्द होंगी। उस दिन से वह फ्लाइटों की संख्या भी कम करेगी। एयरलाइन ने

डीजीसीए से एफडीटीएल लागू करने में अस्थायी रियायत भी मांगी। इससे पूर्व इंडिगो के सीईओ पीटर एल्बर्स ने कहा- हम चाहते हैं कि प्रत्येक यात्री को अच्छा अनुभव मिले, मगर हम अभी वादे पर खरे नहीं उतर सके और इसके लिए हमने सार्वजनिक रूप से माफी मांगी है। उधर, नागरिक उड़डयन मंत्री के राममोहन नायडू ने समीक्षा बैठक में इंडिगो एयरलाइन को तत्काल संचालन सामान्य करने के साथ यह सुनिश्चित करने का निर्देश दिया कि मौजूदा दिक्कतों से हवाई किराये में वृद्धि न हो।

इंडिगो की उड़ानें रद्द होने से परेशान रहे यात्री, एक्स पर पोस्ट कर बता रहे पीड़ा

गौतम कुमार मिश्रा • जगरण

नई दिल्ली: एक तो करेला दृजा नीम चढ़ा। इस कहावत का मर्म समझना हो तो इंडिगो के यात्रियों से उनका दर्द पृथिए, जिन्हें इन दिनों दोहरी मार का सामना करना पड़ रहा है। एक तो उड़ान में घंटों की देरी, ऊपर से यदि आप किसी तरह गंतव्य तक पहुंच भी गए तो इस बात की पूरी आशंका है कि आपको लगेज के लिए कई घंटों का इंतजार करना पड़ा। पांच से छह घंटे की देरी तो सामान्य बात है। कई यात्री तो ऐसे भी हैं जिन्हें 10-10 घंटे केवल लगेज के लिए इंतजार करना पड़ रहा है। परेशान यात्री इंडिगो कर्मियों पर अपना गुस्सा निकाल रहे हैं। उधर, इंडिगो ने यात्रियों को हो रही परेशानी पर चुप्यो साध ली है। ज्यादा जोर देने पर इंडिगो केवल यह बता रहा है कि स्थिति को सुधरने में

138

उड़ानों (आगमन-प्रस्थान) को बृहस्पतिवार को रद्द किया गया

5

से छह घंटे इंडिगो की उड़ान में देरी होना लोग बता रहे हैं सामान्य

10

घंटे बीतने के बाद भी कई यात्रियों को नहीं मिल सका रिफंड

स्टाफ से बात करने में टूट रहा यात्रियों का सत्र

यात्री राकेश कपूर ने अपनी पीड़ा एक्स पर बयां करते हुए लिखा कि इंडिगो के काउंटर पर पर्याप्त संख्या में स्टाफ नहीं है। सभी यात्री वस्तुस्थिति की जानकारी के लिए स्टाफ से बात करना चाहते हैं, लेकिन सभी के बस की यह बात नहीं है। वह बताते हैं कि मैं स्वयं करीब एक घंटे तक कतार में हकेपल इसलिए खड़ा रहा कि स्टाफ से मैं यात्रा के बारे में जानकारी जुटा सकूं।

अभी समय लगेगा।

बृहस्पतिवार को भी नई दिल्ली से इंडिगो की कई उड़ानें रद्द हुईं। आगमन व प्रस्थान दोनों को जोड़ दें तो करीब 138 उड़ानों को रद्द किया गया। विलंब की बात करें तो

एकाध अपवाद छोड़ दें तो इंडिगो की अधिकांश उड़ानों में घंटों की देरी का सिलसिला जारी है। पांच से छह घंटे की देरी को लोग सामान्य करार दे रहे हैं। यात्रियों का कहना है कि समस्या उड़ानों में देरी से

नहीं, बल्कि उड़ानों को लेकर स्थिति स्पष्ट नहीं होस से है।

आइजीआइ एयरपोर्ट पर मारामारी: मोनिका चंडीगढ़ में रहती हैं। वाराणसी से इन्हें नई दिल्ली होकर चंडीगढ़ जाना था। तब समय पर



आइजीआइ एयरपोर्ट पर परेशान यात्री • सो. इंटरनेट मीडिया

पहुंचने के बाद वाराणसी एयरपोर्ट पर इनकी उड़ान विलंबित हो गई और ये फंस गईं। पहले एक घंटा, फिर दो घंटा, फिर कुछ देर और, इस तरह से करीब छह घंटे के बाद वाराणसी से इनकी उड़ान

कनेक्टिंग उड़ानों की देरी ने बढ़ा दी परेशानी

आइजीआइ एयरपोर्ट एक यात्री का वीडियो प्रसारित हो रहा है। यात्री काउंटर पर गुस्से में आकर खड़ा हो गया और कहने लगा कि मेरा बेटा बीमार है। मैं उससे मिल नहीं पा रहा हूं। विमान आखिर इतना लेट क्यों है। बाद में उसे सीआइएसएफ कर्मियों ने समझाकर शांत कराया। टर्मिनल 3 पर मौजूद एक यात्री का कहना था कि चेन्नई में उनका वीजा इंटरव्यू था, जो मिस हो गया। इस कारण उनकी यात्रा का पूरा शेड्यूल गड़बड़ गया। अब वीजा के लिए इंटरव्यू की तिथि दोबारा कब मिलेगी या नहीं मिलेगी, इसे लेकर कुछ नहीं कहा जा सकता है। अरजीत गर्ग बताते हैं कि दिल्ली में वे सात घंटे तक एयरपोर्ट पर फंसे रहे। उनका कहना है कि कनेक्टिंग उड़ानों की देरी ने यात्रियों की परेशानी को और बढ़ा दिया है।

शाम साढ़े सात बजे नई दिल्ली पहुंची। यहां से इन्हें कनेक्टिंग फ्लाइट लेनी थी, जो रद्द कर दी गई। सत्र रखते हुए इन्होंने सोचा कि चलो, कोई बात नहीं, लगेज लेते हैं और एयरपोर्ट से बस स्टैंड

की ओर निकलते हैं। लेकिन इसके बाद फिर ये आइजीआइ एयरपोर्ट पर इंडिगो कर्मियों की लापरवाही के कारण घंटों फंसी रहीं। बतौर मोनिका लगेज मिलने में हो रही देरी पर जब इंडिगो कर्मियों से पूछा तो उन्होंने कहा कि बस आधे घंटे का आप इंतजार करें। इसके बाद यह आधा घंटा, कभी एक घंटा, कभी डेढ़ घंटा, धीरे-धीरे यह छह घंटे में बदल गया। जब परेशान यात्रियों ने हंगामा करना शुरू किया तब उन्हें लगेज मिला। मोनिका की परेशानी यहीं खत्म नहीं हुई और उन्होंने नई दिल्ली से चंडीगढ़ की रद्द हुई कनेक्टिंग फ्लाइट का किराया रिफंड मांगा तो उन्हें कहा गया कि फॉरन मिल जाएगा। लेकिन मोनिका बताती हैं अब 10 घंटे बीतने को हैं, रिफंड का कोई अंता पता नहीं है। यह परेशानी केवल मोनिका की नहीं, इंडिगो के अधिकांश यात्रियों की है।



Corporate Communications Directorate

RS DAINIK JAGRAN

DELHI

5 DECEMBER 2025

इंडिगो विमान की अहमदाबाद एयरपोर्ट पर आपात लैंडिंग

अहमदाबाद : मदीना से हैदराबाद आ रहे इंडिगो के विमान की गुरुवार को अहमदाबाद एयरपोर्ट पर आपातकालीन लैंडिंग करानी पड़ी। ईमेल कर धमकी दी गई थी कि विमान को हैदराबाद एयरपोर्ट पर उतरने की अनुमति दी जाती है तो विमान को उड़ा दिया जाएगा। एयरपोर्ट अधिकारियों ने बताया कि हैदराबाद जा रहे इस विमान में 180 से अधिक यात्री और छह क्रू मेंबर सवार थे। यह विमान दोपहर को अहमदाबाद एयरपोर्ट पर उतारा गया। सुरक्षा प्रोटोकाल का पालन करते हुए सभी यात्रियों को यहां उतारा गया तथा विमान की जांच की गई। हवाई अड्डे के बम रोधी दस्ते ने गहन जांच की, लेकिन कोई संदिग्ध वस्तु नहीं मिली। (राब्यू)



Corporate Communications Directorate

RS DAINIK JAGRAN

DELHI

5 DECEMBER 2025

इंडिगो की समस्या केवल नए नियमों की वजह से नहीं

प्रथम पृष्ठ से आगे

इंडिगो की समस्या सिर्फ नए नियमों की वजह से नहीं है। ये नियम तो दो वर्ष से अधिक पुराने हैं और इंडिगो को इनका पालन करने के लिए पर्याप्त समय दिया गया था। समस्या की जड़ यह है कि इंडिगो ने भारी मुनाफा कमाने के बावजूद समय पर क्रू व पायलटों की भर्ती नहीं की। अब कंपनी रद उड़ानों के पीछे आधिकारिक कारण यह बता रही है कि विमान चालक अचानक अनुपलब्ध हैं। कई विशेषज्ञों का मानना है कि वास्तव में सरकार पर दबाव बनाने के लिए इंडिगो ऐसी अस्थिरता पैदा कर रही है।

डीजीसीए के रुख से स्पष्ट है कि वह नियमों को ढीला करने के लिए तैयार नहीं है। पायलट यूनियनों का आरोप है कि इंडिगो ने इस दौरान पायलटों और केबिन क्रू की भर्ती पर पूरी तरह रोक लगा दी थी। नतीजतन, नए नियम लागू होते ही सैकड़ों क्रू मेंबर्स की कमी हो गई। फेडरेशन आफ इंडियन पायलट्स (एफआईपी) और एयरलाइन पायलट्स एसोसिएशन आफ इंडिया (एएलपीए) ने स्पष्ट किया है कि इंडिगो ने जानबूझकर तैयारी नहीं की, ताकि बाद में डीजीसीए पर नए नियमों को ढीला करने का दबाव बनाया जा सके। दोनों यूनियनों ने नियामक से मांग की है कि जब तक एयरलाइंस के पास पर्याप्त स्टाफ न हो, उनके विंटर शेड्यूल को मंजूरी न दी जाए।

इंडिगो ने डीजीसीए से कहा- आठ दिसंबर से फ्लाइटें कम करेंगे

मौजूदा स्थिति पर विमानन नियामक नागरिक उड़्डयन महानिदेशालय (डीजीसीए) के साथ गुरुवार को इंडिगो के अधिकारियों की बैठक हुई। इंडिगो ने नियामक को सूचित किया है कि सुधारात्मक कार्रवाई चल रही है और स्थिर फ्लाइट आपरेशन अगले साल 10 फरवरी तक पूरी तरह से बहाल हो जाएगा। इंडिगो ने बताया कि वह आठ दिसंबर से फ्लाइटों में कमी करेगा। इसके साथ ही एयरलाइन ने डीजीसीए से एफडीटीएल लागू करने में रियायत मांगी। डीजीसीए की तरफ से जारी बयान के मुताबिक, एफडीटीएल नामर्स के दूसरे फेज को लागू करने में गलत फैसले, प्लानिंग में कमी की वजह से फ्लाइटों के संचालन में रुकावट आई। क्रू मेंबर की कमी बड़ी वजह रही। इससे पूर्व इंडिगो के सीईओ पीटर एल्बर्स ने कहा कि हम प्रतिदिन लगभग 3.80 लाख यात्रियों को उनके गंतव्य तक पहुंचाते हैं, हम चाहते हैं कि प्रत्येक को अच्छा अनुभव मिले। मगर, हम अभी हम उस वादे पर खरे नहीं उतर सके और इसके लिए हमने सार्वजनिक रूप से माफी मांगी है। नए फ्लाइट रोस्टर नियम, बढ़ी भीड़, छोटी-मोटी तकनीकी खराबी, मौसम समेत कई कारण हैं जिससे आपरेशन में दिक्कत आ रही है।

इंडिगो की सेवाओं से असंतुष्ट हैं 50 प्रतिशत से ज्यादा यात्री

इंडिगो एयरलाइन को अपनी धीमी सेवाओं, उड़ानों में देरी और यात्रियों के साथ अशिष्ट व्यवहार के लिए कड़ी आलोचना का सामना करना पड़ रहा है। आनलाइन सर्वे फर्म **लोकल सर्कल्स** द्वारा किए गए एक सर्वेक्षण में देश के 50 प्रतिशत से अधिक यात्रियों ने एयरलाइन की सेवाओं से असंतोष व्यक्त किया। पिछले 12 महीनों में इंडिगो एयरलाइन के यात्रियों से उनके अनुभव के बारे में जानने के लिए किए गए इस सर्वेक्षण में भारत के 301 जिलों के यात्रियों से प्रतिक्रियाएं ली गईं।

पिछले वर्ष से बढ़ी शिकायतें

इंडिगो के खिलाफ शिकायतों की संख्या में इस वर्ष 2024 की तुलना में वृद्धि देखी गई है। समयबद्धता से संबंधित शिकायतें 33 प्रतिशत से बढ़कर 54 प्रतिशत हो गई हैं। सामान प्रबंधन में शिकायतें 27 प्रतिशत से बढ़कर 42 प्रतिशत, कर्मचारियों के व्यवहार और शिष्टाचार में 46 प्रतिशत से बढ़कर 54 प्रतिशत, ग्राहक सेवा में 23 प्रतिशत से बढ़कर 32 प्रतिशत, विमान की गुणवत्ता और रखरखाव में 19 प्रतिशत से बढ़कर 27 प्रतिशत और सूचना की समयबद्धता व पारदर्शिता में 27 प्रतिशत से बढ़कर 45 प्रतिशत हो गई हैं।

शिकायत सुनने वाला कोई नहीं

सर्वेक्षण में यात्रियों ने कहा कि नागरिक उड़्डयन महानिदेशालय (डीजीसीए) यात्रियों की सभी चिंताओं की जांच नहीं करता है। इसलिए ऐसी समस्याएं बढ़ रही हैं। नागरिक उड़्डयन मंत्रालय को यात्रियों की शिकायतों के बेहतर निवारण के लिए डीजीसीए और केंद्रीय उपभोक्ता संरक्षण प्राधिकरण (सीसीपीए) के प्रतिनिधियों वाला एक निकाय या कम से कम एक पैनल गठित करना चाहिए जिससे शिकायतों का जल्दी निपटारा हो सके।



यात्रियों को झेलनी पड़ी ये समस्याएं

- 54** प्रतिशत यात्रियों ने समयबद्धता को एक प्रमुख समस्या बताया
- 54** प्रतिशत ने कर्मचारियों के रवैये और शिष्टाचार को सही नहीं पाया
- 45** प्रतिशत ने पारदर्शिता की कमी को बड़ी समस्या बताया
- 42** प्रतिशत ने सामान प्रबंधन में कमी की शिकायत की
- 32** प्रतिशत यात्रियों ने ग्राहक सेवा को ठीक नहीं पाया
- 23** प्रतिशत ने खाद्य गुणवत्ता को लेकर असंतोष व्यक्त किया
- 14** प्रतिशत ने मनोरंजन प्रणाली में कमी की शिकायत की
- 19** प्रतिशत यात्रियों ने अन्य मुद्दों की ओर इशारा किया

आन-टाइम परफार्मेंस में गिरावट

इंडिगो, जिसे अपने मजबूत आन-टाइम परफार्मेंस (ओटीपी) पर गर्व था, ने पिछले कई महीनों में अपने प्रदर्शन में उतार-चढ़ाव देखा है। रिपोर्टों के अनुसार, इसकी समय पर पहुंचने की दर 2021 में 92.4 प्रतिशत से गिरकर 2023 में 85.4 प्रतिशत हो गई है। 2024 में, इंडिगो की केवल 69.69 प्रतिशत उड़ानें ही अपने गंतव्य पर समय पर पहुंची हैं। वर्तमान में इसकी समय पर पहुंचने की दर लगभग 80-82 प्रतिशत है। यात्रियों का कहना है कि इंडिगो को अपनी 'टैगलाइन' 'समय पर पहुंचना अद्भुत बात है' को अब बदल देना चाहिए।



Corporate Communications Directorate

THE ECONOMIC TIMES

DELHI

5 DECEMBER 2025

IndiGo and Get Your Act Together Fast

In any business, risk management is essential. It becomes especially so in a high-stakes sector like aviation. In Jan 2024, DGCA, after reviewing pilot fatigue reports and global standards, revised flight duty time limitations (FDTL) to ensure safer skies. The new norms increased weekly rest periods, broadened the definition of night duty, and imposed stricter caps on night operations. Though the rules were notified on May 31 with compliance expected by June 1, implementation was later deferred to a phased rollout starting July 1, 2025, and concluding by Nov 1. Yet, as the ongoing IndiGo crisis shows, India's largest airline — operating more than 2,000 flights daily with a fleet of over 400 aircraft — failed to account for the upcoming changes fully.



Combined with surging winter demand, crew shortages and scheduling pressures, the result has been severe disruptions.

The cancellations have reignited debate over FDTL rules. Some argue that rosters need time to adjust during transition. Airline Pilots' Association of India has accused IndiGo of 'arm-twisting' DGCA

to dilute norms, and flagged 'slot hoarding', claiming carriers submitted aggressive winter schedules without adequate crew. In Pune on Thursday, reported prolonged bay occupancy by grounded IndiGo aircraft triggered fresh congestion and cascading delays and cancellation for others.

The chaos exposes how both the airline and system failed to prepare for a major shift. DGCA must explain why no audit was conducted to assess readiness for new rules. IndiGo's reputation has taken a hit. Its reluctance to follow safety-critical norms has raised concerns. Refunds may cover financial loss, but they do little to ease passenger distress. In India's thriving service industry, this needs fixing Asap.

Corporate Communications Directorate

THE ECONOMIC TIMES

DELHI

5 DECEMBER 2025

IndiGo ... ^{no}Rest is Chaos

DGCA may offer relief on pilot rest rules as more than 1,000 flights cancelled, thousands stranded

Our Bureau

New Delhi: The civil aviation regulator is examining the possibility of giving a temporary waiver to IndiGo from implementing new pilot rest and duty-hour norms in an effort to provide relief to passengers after India's largest airline cancelled more than 1,000 flights in the past few days. IndiGo had sought exemption from the Directorate General of Civil Aviation (DGCA) by about two months from implementing a key clause in the new rules which capped the number of landings a pilot can undertake at night. The airline is cancelling more than 300 flights daily and will further curtail its services from December 8 to stabilise operations.

"To reduce passenger inconvenience while maintaining safety margins, IndiGo has requested exemption from the night duty rules for

**STATUS:
GROUNDED**

With increased crew requirement, IndiGo had little buffer in crew availability to adjust for exigencies

From Dec 8 it will curtail its schedule

IndiGo operates around **2,300** flights per day

Required Available

CAPTAINS
2,422
2,357

FIRST OFFICERS
2,153
2,194

Airbus A320 operations up to February 10, 2026," DGCA said in a statement following a meeting with the airline management. "IndiGo has assured DGCA that corrective actions are underway and that normalised and stable operations will be fully restored by February 10, 2026."

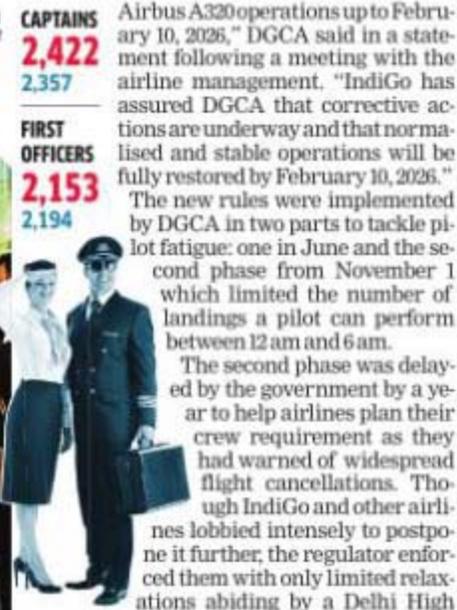
The new rules were implemented by DGCA in two parts to tackle pilot fatigue: one in June and the second phase from November 1 which limited the number of landings a pilot can perform between 12 am and 6 am.

The second phase was delayed by the government by a year to help airlines plan their crew requirement as they had warned of widespread flight cancellations. Though IndiGo and other airlines lobbied intensely to postpone it further, the regulator enforced them with only limited relaxations abiding by a Delhi High

Court mandate. The Airline Pilots' Association of India (ALPA), a lobby group for pilots, had earlier said IndiGo's flight cancellations could be a pressure tactic to weaken the new rules. "Despite sufficient time being accorded, most airlines started preparing rather late, failing to properly adjust crew rosters 15 days in advance as required," ALPA said.

DGCA blamed the disruption in IndiGo's operations to misjudgement and gap in planning while implementing the new rules. The regulator however didn't say if it will levy any penalty on the airline for the lapse.

People involved in the airline's operations said IndiGo didn't hire adequately nor accelerated training, leaving the available pilots stretched thin through frequent re-assignments, longer workdays, and extended deadheading where they travel as passengers to operate flights at another location.



Share roadmap for restoring normalcy, DGCA tells IndiGo

● Airline expects full stabilisation by February 2026

NITIN KUMAR
New Delhi, December 4

THE DIRECTORATE GENERAL of Civil Aviation on Thursday issued a series of stringent directions to IndiGo as the airline continues to face large-scale operational disruptions, with cancellations soaring to nearly 200 flights a day.

The aviation regulator instructed the airline to submit a full roadmap for restoring normal operations, including projected crew recruitment aligned with aircraft induction, revised roster planning, safety-risk assessments and immediate mitigation steps to control further disruption. The airline must also file progress reports every 15 days and place before the regulator its specific requests for temporary FDTL relaxations needed to stabilise operations.

DGCA teams have additionally been deployed for real-time inspections at major airports, after finding lapses in passenger-handling at Delhi's Terminal 1, and the regulator has asked the airline to urgently reinforce manpower and support services.

On its part, IndiGo acknowledged that the disruption stems largely from misjudgment in implementing Phase-2 of the revised Flight Duty Time Limitations. The airline admitted that actual

HARD TIMES



■ The airline must also file progress reports every **15 days**

■ Additional teams have been deployed for real-time inspections

crew requirements under the new fatigue-mitigation norms were higher than anticipated, and that this gap, combined with winter constraints and roster-planning challenges, triggered the surge in cancellations. IndiGo informed the regulator that it expects stabilisation by February 10, 2026, and that further cancellations may persist over the next few days as the schedule is realigned. From December 8, it will reduce overall flight operations to contain the disruption and has sought limited exemptions from specific FDTL provisions for its A320 operations until February, saying this would reduce passenger inconvenience while maintaining safety margins.

Pilot bodies flag gaps in airline's planning

NITIN KUMAR & YARUQHULLAH KHAN
New Delhi, December 4

PILOT GROUPS HAVE alleged that IndiGo's failure to adequately prepare for the roll-out of new flight duty and rest norms for cockpit crew, despite a two-year lead time, is at the core of the large-scale disruption that resulted in cancellation of hundreds of flights for the past few days.

The Federation of Indian Pilots (FIP) said the airline "inexplicably" adopted a "hiring freeze," resulting in an avoidable manpower crunch. The body has urged the Directorate General of Civil Aviation (DGCA) not to approve airlines' seasonal schedules unless they have sufficient staff to operate services "safely and reliably" under the New Flight Duty Time Limitations (FDTL) norms.

The Airlines Pilots' Association of India (ALPA India) has also questioned the management of Indian carriers and regulatory oversight following widespread disruptions attributed to an alleged pilot shortage.

"The situation concerning the recent flight cancellations across India allegedly attributed to pilot shortage due to new Flight Duty Time Limit (FDTL) norms, raises significant questions about the airline's management, regulatory oversight by the Directorate General of Civil Aviation (DGCA), and market fairness," ALPA India said in a statement.





Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

4 DECEMBER 2025

Over 200 IndiGo flights cancelled

Dhairya Gajara
MUMBAI

Thousands of passengers across the country were left stranded on Wednesday as IndiGo cancelled and delayed more than 200 flights due to a mix of technical, scheduling and weather-related problems. The airline expects operations to return to normal only by Fri-

Operations to return to normal only by Friday, says airline

day.

Indian airlines have been facing severe delays across major Indian airports after a suspected technical failure hit airlines' check-in systems, forc-

ing ground staff to process passengers manually. This led to long queues and widespread delays. While Air India restored normal operations by late Tuesday evening, IndiGo continued to struggle, cancelling over 200 flights on Wednesday and around 130 on Tuesday.

► [Contd on | nation](#)

Over 200 IndiGo...

These delays significantly affected air travel across the country as IndiGo is the largest domestic carrier with a market share of 62% and more than 2,100 flight operations daily. The widespread disruption, which extended to major hubs like Delhi, Mumbai, Bengaluru, and Hyderabad, saw the airline's on-time performance plummet dramatically, triggering scenes of chaos at check-in and customer service counters. According to the ministry of civil aviation, the airline's on-time performance came down to 35% on Tuesday against Air India's 67.2%, Air India Express' 79.5% and Akasa Air's 73.20%.

Industry sources said a shortage of pilots and cabin crew is a key factor behind the spiralling operational challenges. This crunch has been exacerbated by the full implementation of the revised flight duty time limitation (FDTL) norms, which came into effect from November 1, mandating increased rest periods and tighter duty windows for flying staff.

IndiGo claimed that the delays were a result of unforeseen operational challenges, including FDTL implementation, technical glitches, schedule changes and adverse weather conditions. "Our teams are working around the clock to ease customer discomfort and ensure operations stabilise as quickly as possible. Furthermore, the affected customers are being offered alternate travel arrangements to reach their destinations or refunds, as applicable," said an IndiGo spokesperson.

At Mumbai's Chhatrapati Shivaji Maharaj International Airport, long queues formed as passengers demanded clarity and assistance. According to Flightradar24, the airport disruption index shot up to 4.4, indicating major problems with long delays

and several cancelled flights, while the average delay was recorded at 50 minutes. Many flyers took to social media to vent their anger, complaining of poor communication and delays stretching up to seven hours or more.

आफत: तीसरे दिन इंडिगो की 550 से ज्यादा उड़ानें रद्द

नई दिल्ली, वि.सं/एजेंसी। देश की सबसे बड़ी विमानन कंपनी इंडिगो की राष्ट्रीय-अंतरराष्ट्रीय उड़ान सेवाएं लगातार तीसरे दिन गुरुवार को भी व्यापक पैमाने पर प्रभावित रहीं। कृ.सदस्यों की कमी के चलते 550 से अधिक उड़ानों को रद्द करना पड़ा। बड़ी संख्या में विमानों ने घंटों देरी के बाद उड़ान भरी। सबसे अधिक दिल्ली, मुंबई, चेन्नई, कोलकाता, बंगलुरु हवाई अड्डों पर परेशानी हुई।

घंटों इंतजार करना पड़ा: यात्रियों को घंटों तक अलग-अलग एयरपोर्ट पर इंतजार करना पड़ा। पुणे समेत कई एयरपोर्ट पर गुस्साए यात्रियों ने हंगामा किया। यात्रियों ने सोशल मीडिया पर परेशानी बयां की। वहीं, आपात स्थिति में दूसरी एयरलाइन का टिकट बुक कराने वाले यात्रियों को तीन से चार गुना तक किराया देना पड़ा।

डीजीसीए के समक्ष पेशी : इस बीच, विमानन कंपनी के अधिकारी नागरिक उड्डयन महानिदेशालय (डीजीसीए) के समक्ष पेश हुए। सूत्रों के अनुसार, डीजीसीए ने इंडिगो के अधिकारियों से बिंदुवार पूछा है कि कृ.सदस्यों की इयूटी किस हिसाब से लगाई जा रही है और कंपनी के पास कुल कितने चालक दल के सदस्य हैं। डीजीसीए ने उड़ान जल्द नियमित करने का भी निर्देश दिया।

किराया बढ़े: नागर विमाननमंत्री

02 सौ से ज्यादा उड़ानें दिल्ली और बंगलुरु एयरपोर्ट पर गुरुवार को रद्द की गईं

15 घंटे तक हवाई अड्डे पर इंतजार करते रहे यात्री

कब, कितनी उड़ानें रद्द

शहर	गुरुवार	बुधवार
दिल्ली	172	40
बंगलुरु	100	42
मुंबई	118	33
हैदराबाद	75	19

(गुरुवार रात नौ बजे तक उपलब्ध जानकारी के अनुसार)

66 हमने डीजीसीए को सूचित किया कि हम आठ दिसंबर से उड़ानों की संख्या कम करेंगे और अगले साल 10 फरवरी तक पूरी तरह से स्थिर संचालन बहाल हो जाएगा।

- इंडिगो का बयान

के. राममोहन नायडू ने इंडिगो के इयूटी नियमों को लागू करने के तरीके पर नाराजगी जताई। उन्होंने निर्देश दिया कि उड़ान रद्द होने या विलंब को स्थिति में पहले से सूचित किया जाए। साथ ही किरायों में वृद्धि न करने का निर्देश दिया।

➤ दोहरी मार P06



Corporate Communications Directorate

THE HINDU

DELHI

5 DECEMBER 2025

IndiGo cancels 550 flights, airports see continued turmoil

Jagriti Chandra
NEW DELHI

Chaos persisted at airports across the country as IndiGo's flight delays stretched into Thursday, forcing the cancellation of hundreds of flights. The disruption hit other carriers, which were forced to cancel some flights as IndiGo aircraft occupied parking bays amid lack of available crew.

According to PTI, IndiGo cancelled over 550 domestic and international flights. Major airports affected included Mumbai (85 flights), Bengaluru (73), Hyderabad (68), Chennai (31), and Delhi (30). At Hyderabad airport, passengers raised slogans.

Meanwhile, top IndiGo officials met Civil Aviation Minister Ram Mohan Naidu and Faiz Kidwai, head of the Directorate General of Civil Aviation (DGCA).

The airline informed



Passengers waiting in queue at IndiGo counter at Bengaluru airport on Thursday. PTI

them that it would curtail flights from December 8 to minimise flight disruptions, and delays and cancellations will continue for the next two to three days, a DGCA statement said.

IndiGo has sought exemption from implementing the norms on reduced night flying hours until February 10.

CONTINUED ON
» PAGE 12

IndiGo cancels 550 flights, chaos at airports

During the meeting, IndiGo also informed officials that the widespread flight disruptions were due to "misjudgement and planning gaps" in implementing the set of norms governing rest and duty for pilots from November 1, primarily those on restricting night flying. The airline accepted that the actual crew requirement exceeded the numbers they had anticipated.

The Minister expressed clear displeasure regarding the manner in which the situation has been handled by IndiGo, and stressed that ample preparatory time was given to ensure a seamless transition to the new rules, the press statement explained. The airline has also been directed to urgently deploy additional staff at airports to ensure adequate passenger support.

IndiGo has requested exemption until February 10 from implementing reduced flying during night hours. The regulator will review this demand from the airline. The airline has to submit a detailed road map outlining projected crew recruitment in relation to aircraft induction as well as measures for crew training, roster restructuring.

IndiGo's CEO Pieter Elbers also wrote to employees on the crisis and explained that "given the size, scale and complexity of our network, these disruptions grow large immediately and require interventions on multiple levels", which was being done.

Meanwhile, IndiGo's flight disruption spilled over to other airlines. At Pune airport, nine of the 10 parking bays were occupied by IndiGo aircraft overnight, leaving just one parking bay available for use by other airlines. As the airline didn't have pilots available, airport officials struggled to have the bays vacated.

(With PTI inputs)

Your rights when a flight is delayed or cancelled

With the current widespread flight disruptions affecting travel across India, it is critical to separate 'airline policy' from your actual legal rights according to the Directorate General of Civil Aviation's (DGCA) norms. Based on the 2019 Passenger Charter and the 2025 Ministry of Civil Aviation affirmations, here's what passengers caught in the chaos need to know.

1. I'm at the airport and my flight is delayed. What do I get?

If you have checked in on time, your rights depend on the length of the delay relative to your flight duration.

- **Free meals & refreshments:** You are entitled to this if the delay is:

- **2+ hours** (for flights with duration < 2.5 hours).

- **3+ hours** (for flights with duration 2.5-5 hours).

- **4+ hours** (for flights with duration > 5 hours).

- **Rescheduling or refund:** If the delay exceeds 6 hours, the airline must offer you a choice:

- An alternate flight within 6 hours, OR

- A full refund of the ticket.

2. Do I get a room if stuck overnight?

This is somewhat complicated. The rules differ based on why the flight is delayed.

The general rule: Airlines must provide free hotel accommodation (with transfers) if the delay is overnight or exceeds 24 hours.

The "force majeure" trap: The regulations contain an exception. Airlines are not obliged to provide hotels (or compensation) if the delay is caused by "extraordinary circumstances" beyond their control.



Passengers wait at the Raipur airport on Thursday.

- **Includes:** Fog, weather conditions, security risks, natural disasters.

- **Excludes:** Crew shortages, rostering issues, and administrative failures.

Your strategy: If an airline denies you a hotel citing "Weather/Fog," they are legally within the current Indian rules. However, if they admit the delay is due to "operational reasons" (e.g., pilot shortage), you should demand the hotel accommoda-

tion mandated by CAR Section 3, Series M, Part IV.

3. My flight was cancelled. Can I claim the ₹5,000-₹10,000 compensation?

You are legally entitled to financial compensation if the airline fails to inform you of the cancellation at least two weeks before the scheduled departure. If you are not informed in time, or if you miss a connecting flight booked on the same ticket,

the airline must provide compensation in addition to a full refund.

The specific compensation amounts depend on your flight duration:

- **Flights up to 1 hour:** ₹5,000 (or basic fare + fuel charge, whichever is less).

- **Flights between 1 and 2 hours:** ₹7,500 (or basic fare + fuel charge, whichever is less).

- **Flights longer than 2 hours:** ₹10,000 (or basic fare + fuel

charge, whichever is less).

4. Can I just get my money back and book another airline?

Yes. If your flight is cancelled OR if it is delayed by more than 6 hours, you have the right to refuse the alternate flight offered by the airline and demand a full refund.

Refund timeline:

- **Cash/bank transfer:** Immediate.
- **Credit card:** Within seven days.
- **Travel agent:** You must claim it from them.

5. Baggage liability

If your checked baggage is lost, delayed, or damaged:

- **Domestic Flights:** Liability is limited to ₹20,000 per passenger.

- **International Flights:** Liability is limited to 1,131 SDR (approx. ₹1.2 Lakh) per passenger.

6. Who do I complain to?

If the airline rejects your claim (e.g., blaming weather when it was actually a crew shortage), lodge a formal grievance:

AirSewa App/Portal:
www.airsewa.gov.in (The primary government channel).

DGCA nodal officer:
Available at major airports.



Corporate Communications Directorate

THE HINDUSTAN TIMES

DELHI

5 DECEMBER 2025

Hindustan Times

Cost of failing the passengers

India's largest domestic airline must be penalised for the chaos in schedules and passengers have to be compensated for disruptions

When an airline cancels close to 600 flights in three days (Tuesday, Wednesday, and Thursday this week and not counting delays), mostly because of its inability to meet new crew-rostering norms, and it then emerges that this comes on the back of 755 flights cancelled for the same reason in November, it is clear that something has gone horribly wrong — as it seems to have at IndiGo. The new Flight Duty Time Limit (FDTL) norms, long overdue, are in keeping with globally accepted standards, and, most importantly, were expected to kick in originally on June 1, 2024. After multiple deferrals — at the request of airlines — they eventually went into effect from November 1. The numbers best tell the story of how India's largest domestic airline has adapted to the new norms. Poorly.

The reason for this is not hard to pinpoint: IndiGo's famed cost optimisation. A pilots' body claimed as much in a letter to the aviation regulator, DGCA, amid the latest crisis, saying that "despite the two-year preparatory window before full FDTL implementation, the airline inexplicably adopted a hiring freeze, entered non-poaching arrangements, maintained a pilot pay freeze through cartel-like behaviour, and demonstrated other short-sighted planning practices". The price for all this is being paid by passengers.

Pilots have also alleged the airline may be deliberately going slow in addressing the problem in the hope that the civil aviation ministry or the regulator will step in and relax the rostering norms. IndiGo has denied this, although this is just what it sought (a relaxation of rostering norms till February 10) in a meeting with DGCA on Thursday, according to a statement from the regulator. It has also accepted that poor planning was responsible for the crisis.

DGCA has not said whether it will give in to the airline's demands, but given that its larger objective has always been to minimise disruptions, it likely will. That would be a pity, as the regulator should have taken the airline to task for its 755 FDTL-linked cancellations in November. Even as it reviews the airline's schedule ahead of the holiday season, and audits its staffing (as it has indicated it will), DGCA should also ensure adequate recompense for passengers and penalise the airline for its behaviour.

Hindustan Times

IndiGo requests relief, no solace for travellers

Neha LM Tripathi

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NEW DELHI: India's biggest airline IndiGo cancelled over 400 flights on Thursday — the third consecutive day of chaos — as the carrier admitted to aviation regulators that its operational meltdown stemmed from "misjudgment and planning gaps" in adapting to crew fatigue rules it had two years to prepare for.

The low-cost giant, which commands 60% of India's domestic market, has now cancelled more than 600 flights since Tuesday, stranding tens of thousands of passengers and laying bare the fragility of a business model predicated on relentless cost optimisation with minimal operational buffers. The crisis has also exposed the lack of choice for passengers in India's aviation sector that now is largely a duopoly between IndiGo and Air India, with the embattled low-cost carrier being the only option in many sectors.

The airline issued an apology for the second time in two days on Thursday. IndiGo has now asked the regulator for relief from the provisions limiting pilot duty hours at night — the very rules it struggled to adapt to — and said full restoration of operations would take until February 10, 2026, more than two months away. The airline warned that more cancellations would continue for the next two to three days as part of schedule stabilisation efforts, with flight reductions beginning December 8. The Directorate General of Civil Aviation (DGCA) did not say whether it accepted the request.

"The disruptions have arisen primarily from misjudgment and planning gaps in imple-

continued on →



Trolleys of IndiGo passengers after their flights were cancelled, at the Pune airport on Thursday.

REUTERS

'Flight cancelled after 5-hr wait inside plane'

Aaditya Khatwani

letters@hindustantimes.com

NEW DELHI: IndiGo cancelled 163 domestic flights and delayed 98 of 101 departures at the Delhi airport on Thursday, affecting approximately 16,500 passengers and leaving many stranded for over 24 hours as the airline's operational crisis entered its third day.

According to an airport official, the average delay per flight was 160 minutes due to crew-related issues. The airline cancelled 77 arrivals and 86 departures, all domestic flights, compounding the chaos from Wednesday.

The mayhem also extended to missing luggage, with some stating they had not recovered baggage checked in three to four

days earlier.

When HT visited Terminal 1 on Thursday, crowds of anxious passengers had gathered at IndiGo ticket counters seeking information about both flight disruptions and lost luggage containing important documents, medicines and valuables.

Gaurav Verma, 30, will have waited around 24 hours at IGI Airport by Friday morning to board a flight to Pune, after IndiGo made multiple changes to his schedule. "My 4am flight on Thursday was cancelled. IndiGo accommodated me on another flight at 5.55am. The boarding was delayed by an hour. When we finally boarded, we waited for five more hours before being told the flight was cancelled," Verma said. →

Hindustan Times

(CONTINUED)

tion of the Bharat Olympics on December 13, home minister Amit Shah is likely to come. There is a scope for tourism too in such a place. Home stays will be promoted," the chief minister added.

The CM also announced that the government is introducing a new, stringent, anti-conversion law. "There is a law in place but there is a need to make it more stringent. I am confident that the bill will come up in the assembly session between December 14 and 17 where it will be supported and passed. Our country is secular but if anyone takes advantage of a person's circumstances, conditions and indulge in conversion then that is incorrect. It should be condemned. Because such crimes are happening despite the existing law in place, there is a need to make it stringent," he said.

Sai also spoke about one of the main accused in the multi- crore Mahadev betting app case was detained recently. On November 6, HT reported how Ravi Uppal, co-founder of the Mahadev Online Book App and who, along with Sourabh Chandrakar, allegedly created an illegal betting empire worth several thousand crore rupees, had fled to an "unknown location."

"The people behind this app have cheated our people. Ravi Uppal is on the run but his associate Sourabh Chandrakar was detained in Dubai. He is under house arrest. Our agencies are working. He will be brought back soon," Sai said.

INDIGO CRISIS

menting Phase 2 of the (Flight Duty Time Limitations), with the airline accepting that the actual crew requirement exceeded their anticipation," DGCA said in a statement late Thursday after IndiGo representatives briefed the regulator.

Civil aviation minister Ram Mohan Naidu convened a high-level review on Thursday with senior ministry officials and IndiGo's leadership, directing the airline to normalise operations "at the earliest" and ensure the crisis does not trigger fare increases. The regulator has instructed Airport Authority of India directors nationwide to monitor the situation and provide support to stranded passengers.

At least 99 flights were cancelled at Bengaluru airport on Thursday, 79 at Hyderabad, around 150 at Delhi and 18 at Mumbai, according to airport officials in these cities. This followed at least 150 cancellations on Wednesday and scores more on Tuesday, when the crisis first erupted into public view.

IndiGo has been experiencing a sharp rise in cancellations, reaching approximately 170-200 flights per day—substantially higher than normal, according to the civil aviation ministry. The last-minute booking fare also surged to around 6 times the normal price.

Crew shortfall confirmed

The cascading failures have exposed how IndiGo's low-cost strategies—pilots additionally allege there have been hiring freezes, non-poaching agreements with rivals and pay freezes—left the airline with insufficient crew when new Flight Duty Time Limitations came into force on November 1.

In data submitted by IndiGo to DGCA, the airline's requirement for pilots-in-command increased from 2,106 in October to 2,422 in November under the new norms. As of December, IndiGo has 2,357 pilots-in-command—a deficit of 65. For first officers, the requirement rose from 1,948 to 2,153, with the airline currently employing 2,194.

The airline also told regulators that because expansion slots are only available during night hours, "this has resulted in further impact on operations. The sharp increase in duty share during night-time operations has further constrained crew availability."

The Airline Pilots Association of India, which represents over 6,000 pilots, said in a letter to DGCA that "despite the two-year preparatory window before full FDTL implementation, the airline inexplicably adopted a hiring freeze, entered non-poaching arrangements, maintained a pilot pay freeze through cartel-like behaviour, and demonstrated other short-sighted planning practices".

A former aviation operations expert, speaking on condition of anonymity, said the disruptions cannot be attributed solely to the new FDTL norms. "The disruption was also caused due to the tight roster," the person said.

"Some airlines try to stretch pilot utilisation to 70 hours a month. When you operate at the limit, there's room for disruption. Sometimes you save pennies and end up paying pounds," a former bureaucrat said.

Ground operations also overwhelmed

DGCA teams conducting field inspections at Delhi Airport's Terminal 1— which witnessed the highest passenger impact—found IndiGo's passenger-handling manpower "inadequate to manage disruption-induced crowding". The airline has been instructed to

urgently increase staffing and strengthen passenger-support services at all affected terminals.

At airports on Thursday, frustrated and furious passengers stood in serpentine queues inside crowded terminals. "My grandfather is hospitalised in Jammu and I need to reach today. There is no other flight to Jammu but I still came to the airport because I need to get home," said Hussain.

A Reuters photographer said she was trapped inside her IndiGo aircraft for three hours after it landed in Pune on Wednesday night, with the pilot citing operational issues and lack of permission to dock the plane until others had departed. Social media continued to overflow with videos of confrontations between passengers and airline staff, with many travellers reporting they received no assistance with accommodation or alternative arrangements despite missing connecting flights or important events.

DGCA has directed IndiGo to submit a detailed roadmap covering projected crew recruitment aligned with aircraft induction, along with crew training plans, roster restructuring and safety-risk assessments. The airline must provide progress reports every 15 days covering operational improvements, crew availability and roster stability. The regulator has also ordered its regional offices to conduct real-time field inspections at major airports to evaluate IndiGo's management of flight disruptions, focusing on passenger-handling arrangements, crew-deployment practices and on-ground coordination.

The regulator has indicated it will review IndiGo's schedule ahead of the holiday season and audit the airline's staffing levels. It remains unclear whether DGCA will impose penalties for the hundreds of November cancellations or grant IndiGo's request for relief from the very rules designed to ensure pilot safety.

IndiGo shares fell 3.4% on Thursday and are down 6% for the week. The airline, which operates more than 2,000 flights daily with a fleet of over 400 aircraft—predominantly Airbus A320s—generated ₹84,000 crore in revenue in the past business year.

IndiGo did not respond to requests for comment on Thursday. In its earlier statements, and an internal email sent to employees on Thursday, the airline attributed disruptions to a confluence of factors including technology glitches, weather conditions, aviation system congestion and FDTL implementation, saying these had "a negative compounding impact

on our operations in a way that was not feasible to be anticipated".

As of December 3, IndiGo had 495 aircraft in its fleet, with 366 in operations and 50 grounded, up from 47 the previous month.

The FDTL regulations, designed to combat pilot fatigue and aligned with global standards, increased mandatory weekly rest periods from 36 to 48 hours and limited night-time landings to two per week, down from six. The revised norms were implemented in two phases on July 1 and November 1, pursuant to Delhi HC directions.

PUTIN ARRIVES

because of the rapid strides made by New Delhi in areas ranging from economic development to health care.

The more formal elements of Putin's visit—a ceremonial welcome and a tri-services guard of honour at the Rashtrapati Bhawan—will follow on Friday, ahead of his talks with Modi at Hyderabad House. The two sides are expected to sign several agreements to bolster cooperation in areas ranging from trade to energy and academia, and the two leaders will also address a business forum being held to drum up investments and boost Indian exports to the Russian market. During the day, Putin will also go to Raj Ghat to pay homage at the memorial to Mahatma Gandhi, and will attend a state banquet to be hosted in his honour by President Droupadi Murmu, before departing India at around 9 pm on Friday.

Modi and Putin last met nearly three months ago on the margins of the Shanghai Cooperation Organisation (SCO) Summit in the Chinese city of Tianjin, where the prime minister rode with Putin in the Russian leader's vehicle.

The Russian leader's visit is an opportunity for India to reassert its strategic autonomy by reinforcing the defence and trade partnerships with Russia at a time when it has faced pressure from the US to reduce purchases of Russian oil and military hardware. The two leaders have also spoken on phone five times this year, and the last bilateral summit was hosted by Putin in Moscow in July 2024.

Discussions at the private dinner on Thursday, when Modi and Putin were joined by a small group of close aides, will set the tone for the India-Russia Summit meeting on Friday, people familiar with the matter said on condition of anonymity. "They will review the entire gamut of the bilateral relationship and look at global and regional issues. The informal ses-

IndiGo meltdown hits 16,500 passengers in Capital alone

Aaditya Khatwani

letters@hindustantimes.com

NEW DELHI: IndiGo cancelled 163 domestic flights and delayed 98 of 101 departures at Delhi airport on Thursday, affecting approximately 16,500 passengers and leaving many stranded for over 24 hours as the airline's operational crisis entered its third day.

According to a Delhi airport official, who asked not to be named, the average delay per flight was 160 minutes due to crew-related issues. The airline cancelled 77 arrivals and 86 departures, all domestic flights, compounding the chaos from Wednesday. The mayhem also extended to missing luggage, with some stating they had not recovered baggage checked in three to four days earlier.

When HT visited Terminal 1 on Thursday afternoon, crowds of anxious passengers had gathered at IndiGo ticket counters seeking information about both flight disruptions and lost luggage containing documents, medicines and valuables. Thirty-year-old Gaurav Verma will have waited around 24 hours at Indira Gandhi International Airport by Friday morning to board a flight to Pune, after IndiGo made multiple changes to his schedule. "My flight was scheduled to depart at 4am Thursday but it was cancelled. IndiGo informed me at 10pm Wednesday that they could



Passengers at an IndiGo counter at T2 on Thursday. SANJEEV VERMA/HT

accommodate me on another flight at 5.55am. After boarding began, we waited inside a shuttle bus for an hour. When we finally boarded, we waited five more hours before being told the flight was cancelled," Verma told HT.

"I've now got a flight at 5.50am Friday. I have no place to stay so I will spend the night at the airport," he said.

Jyotsna Saxena, who arrived from the US via Chennai, said her IndiGo flight landed in Delhi at 6.30am Tuesday but she still has not found three suitcases.

Dhirender Shukla, 45, a diabetic, missed his Ranchi meeting and lacks access to medicines packed in his luggage. "I have been waiting for hours now."

Similar scenes unfolded at T2 and T3. Many passengers spent thousands of rupees beyond their

budgets on last-minute alternative flights or hotel rooms.

"I was supposed to travel from Delhi to Dubai with a layover in Mumbai but the delay made me miss the connecting flight. I still haven't found my luggage, and ₹90,000 is stuck with the travel agent," said 19-year-old Mohammed Asif. Passengers said the airline assured them their luggage would be delivered.

As delays continued, frustrated passengers argued with airline staff. Those who had opted for IndiGo's Plan B—a free service allowing alternate flights or refunds in case of delays or cancellations—found even alternative flights were delayed or cancelled.

"Many others encountered the same problem," said Madhu Soodhan, who was waiting to travel to Kerala.



Corporate Communications Directorate

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DELHI

5 DECEMBER 2025

Sitar damaged on Air India flight: Shankar

NEW DELHI: Anoushka Shankar has said her sitar was damaged on an Air India flight, telling the airline in a social media post that "even an Indian instrument isn't safe with them" and this is the first time in 15 or 17 years that this has happened.

The musician posted a video on Instagram on Wednesday showing a deep crack through the lower rounded end of the instrument. "You're the country this music belongs to and this is the first time anything like this has happened to my instrument in 15 or 17 years. How have you done this? I have special cases. You guys charge a handling fee and yet you've done this," she said in the video.

Though she did not mention details of her flight and where she landed, an Air India spokesperson said on Thursday that the airlines had initiated an investi-



Anoushka Shankar

gation, including a review of CCTV footage at Delhi airport.

"We are concerned to learn of a valued guest's experience with their musical instrument on a recent flight with us. However, we are currently unable to ascertain the cause of the damage and are engaging with the guest to address the issue, while investigating further to understand where the damage may have occurred as multiple stakeholders are involved in the handling of such items." **arc**

150 IndiGo flights cancelled as roster norms rock airline

Neha LM Tripathi
letters@hindustantimes.com

NEW DELHI: IndiGo cancelled at least 150 flights on Wednesday, triggering chaotic scenes at major airports across India as the carrier's struggles to adapt to stringent new crew rostering rules meant even minor operational disruptions snowballed into a full-blown crisis that stranded thousands of passengers.

The airline apologised for the crippling disruption and warned travellers to brace for further cancellations through Friday, saying it had initiated "calibrated adjustments" to stabilise operations over the next 48 hours.

"We acknowledge that IndiGo's operations have been significantly disrupted across the network for the past two



A man looks at a screen displaying several delayed Indigo flights at the Chhatrapati Shivaji Maharaj International Airport. REUTERS

days, and we sincerely apologise to our customers for the inconvenience caused," an airline spokesperson said, attributing the debacle to a confluence of factors including technology glitches, adverse weather, increased congestion and the

implementation of updated Flight Duty Time Limitations (FDTL) that came into force in November.

The immediate trigger, however, was an emergency Airbus A320 software patch rushed through over the weekend of

November 29-30 that disrupted crew scheduling just as the airline was operating with minimal slack due to the FDTL rules. Data from the Directorate General of Civil Aviation (DGCA) shows the airline had already been under strain, having cancelled 1,232 flights in November—755 of them attributed to FDTL issues—with on-time performance dropping to 67.70% from 84.1% in October.

Compounding the aviation chaos, IndiGo's baggage systems at Delhi's Terminal 1 and Terminal 3 encountered problems on Wednesday. "While the issue at T3 was minor, T1 faced severe issues starting at around 1.30pm and going up to around 6pm," a government official said, adding that the baggage system had trouble providing information. The airline did not

continued on → 13

INDIGO CHAOS

comment on this aspect but several passengers stated ground crews were unavailable.

Turmoil erupted at airports in across the country with scenes of mounting passenger anger. At least 67 flights were cancelled at Delhi airport (37 departures and 30 arrivals), 42 at Bengaluru, 40 at Hyderabad (19 departures and 21 arrivals) and 33 at Mumbai (17 departures and 16 arrivals), according to airport officials. Social media was flooded with videos showing frustrated passengers remonstrating with airline staff.

IndiGo flyers across the country had similar experiences, with flights simply scrapped as they turned up to check in. "We've been told that there's a flight only after 5.30am on Thursday. We don't stay in Delhi and they have not given us any accommodation," said 76-year-old Gautam Patil in Delhi, who spent 40 hours travelling from Chicago with his 73-year-old wife, and were due to fly to Ahmedabad.

Many said they missed onward connections. "I lost two connecting flights to Kochi because of this," said Neha Muly in Pune, who was set to travel on a Bengaluru-bound flight at 5.55am before it was delayed for four hours and then cancelled.

Mohil Manish Shah, one of the passengers who travelled from Delhi to Mumbai in 6E-664 on Monday, said his flight was delayed for five hours and the airline staff kept the passengers uninformed. "When I reached Gate 34 at 5:45 pm, the gate agents informed me the flight was delayed by 15 minutes. This message kept repeating without any transparency. When passengers sought clarity, a customer representative stated one crew member had been called off at the last minute. We were then informed that the boarding would commence at 7.30pm. We were loaded onto buses to board the aircraft but had to wait in it for 30 minutes. The flight finally took off at 9.46pm."

Shah said he had to miss an important event due to the delay, for which he had paid a higher fare.

According to people aware of the matter, the carrier has been beset by an acute pilot shortage since new FDTL norms were implemented in two phases on July 1 and November 1. The rules, designed to combat fatigue and boost rest periods, mandate increased weekly rest periods to 48 hours, extension of night hours, and limiting the number of night landings to two, down from six earlier.

While the carrier had been managing the tighter crew constraints, people quoted above said the situation cascaded into crisis after the emergency Airbus software patch. The European Union Aviation Safety Agency issued an emergency airworthiness directive affecting approximately 6,000 A320-family aircraft globally after a JetBlue flight experienced an altitude drop on October 30, injuring passengers.

In India, 200 of IndiGo's 366 operational A320-family aircraft required the urgent software update. Though the airline completed the work and claimed "zero cancellations" at the time, a former airline official said the patch "did not lead to flight cancellations on Saturday but definitely delayed flights, causing expiry of the FDTL".

The official added that adverse weather around Chennai due to Cyclone Fengal on Sunday prevented the situation from improving.

IndiGo chaos sends domestic airfares soaring to ₹1.3 lakh

Cancellations by airline at Hyderabad airport push passengers towards flights operating on time; business class ticket to Bhopal priced at ₹1.3 lakh; Delhi-bound flyers see fares touch ₹29,524

Siddharth Kumar Singh
HYDERABAD

A last-minute Air India ticket from Hyderabad to Bhopal touched ₹1.3 lakh on Wednesday as widespread IndiGo cancellations at Hyderabad's airport pushed passengers towards the few flights operating on schedule and drove fares sharply upward across several domestic routes.

The high fare appeared on a late-night Air India service routed through Mumbai and Delhi. The journey, which was scheduled to take about nine hours, was listed at ₹1.03 lakh fare for economy, slightly higher for premi-



IndiGo cancelled nearly 200 flights on Wednesday. REUTERS

um economy, and ₹1.3 lakh for a business class seat. The airline's website also showed that only one seat was left at this fare. With no direct services available to Bhopal for the day, the cheapest alternative was a one-stop option priced at ₹12,599 with a total travel

time of about 12 hours.

The spike followed the cancellation of multiple IndiGo services operating between Hyderabad and major cities including Delhi, Bangalore, Visakhapatnam and Bhopal. A review of airline websites and travel portals showed a sharp

rise in fares for the limited flights still available, particularly those operated by Air India.

Visakhapatnam route

On the Visakhapatnam route, Air India had only one flight available, a two-stop service via Mumbai and Bangalore with a total travel time of about nine hours. The economy fare was listed at ₹69,787. For Bhubaneswar, the lowest fare was ₹27,417 for a nine-hour one-stop journey. Delhi-bound passengers faced fares ranging from ₹12,894 to ₹29,524.

On the Mumbai sector, the cheapest available ticket was ₹32,095 for a 12-hour two-stop service.



Passengers at the IndiGo counter at Kempegowda International Airport in Bengaluru on Thursday. PTI

As flight disruptions continue, how IndiGo hit perfect storm: New rules, crew shortage

Stable ops by Feb 10, airline tells DGCA, seeks temporary relief from norms

Sukalp Sharma
New Delhi, December 4

PASSENGERS ON IndiGo continued to face disruption in travel plans Thursday with the airline cancelling over 250 flights across major airports. Since Tuesday, the carrier has had to cancel over 500 flights, with many more delayed for extended periods.

As the airline continued to grapple with disruptions for the third day running, IndiGo Thursday informed the Directorate General of Civil Aviation (DGCA) that it will start reduc-

ing flight operations from December 8 to minimise the disruption — and expects normalised and stable operations to be fully restored by February 10, the regulator said.

However, more cancellations could be seen over the next two-three days as part of IndiGo's schedule stabilisation efforts.

The carrier, which is India's largest and commands a domestic market share of over 60 per cent, also requested the DGCA for exemptions from some night operations-related

»CONTINUED ON PAGE 2

IndiGo

changes in the new Flight Duty Time Limitation (FDTL) norms for pilots till February 10.

The regulator has so far not agreed to such a move and has asked the airline to submit for review the specific relaxations being sought, but sources indicated that some relief may be on the cards. IndiGo also accepted that it had misjudged its crew requirement under the new FDTL rules, which became the primary cause of the disruption.

The Ministry of Civil Aviation took serious note of the disruptions, with Civil Aviation Minister K Rammohan Naidu expressing "clear displeasure regarding the manner in which the situation has been handled" at a review meeting, the ministry said. Naidu stressed that ample preparatory time had been available to ensure a seamless transition to the new regulatory requirements. He also directed IndiGo to ensure that there is no increase in airfares.

Earlier Thursday, IndiGo CEO Pieter Elbers told staff that the carrier's immediate goal was to normalise flight operations and bring punctuality back on track over the next few days, adding that it is "not an easy target". The CEO's remarks came after the airline's on-time performance (OTP) level, which is typically over 80 per cent, crashed to 19.7 per cent Wednesday, down from 35 per cent on Tuesday, and around 50 per cent Monday.

Under the new FDTL rules, weekly rest period for pilots has been increased to 48 hours from 36, and night landings have been limited to two from six earlier. The new norms have also extended the definition of night hours and capped consecutive night duties to just two days a week, which has imposed additional constraints on IndiGo's operations, as it operates a significant number of night-time

• KEY CHANGES IN FDTL RULES

MANDATORY WEEKLY continuous rest period for flight crew extended from 36 hours to 48 hours

DEFINITION OF 'NIGHT' amended to midnight-6 am from midnight-5 am

MAXIMUM NIGHT landings for flight crew cut from 6 to 2

MAXIMUM CONSECUTIVE night flight duties for flight crew capped at 2 per week

Impact on IndiGo

- IndiGo's on-time performance (OTP) dropped from 84.1% in October to 67.7% in November
- Total flight cancellations for airline at 1,232, of which 755 (61.3%)

were due to crew/FDTL-related constraints

- OTP in December has deteriorated further: 19.7% on Dec 3, 35% on Dec 2, 49.5% on Dec 1



flights. The new norms were implemented in two phases—from July 1 and November 1.

As per the DGCA, IndiGo said the disruptions "have arisen primarily from misjudgement and planning gaps in implementing" the second phase of new rules, accepting that the actual crew requirement exceeded what it had anticipated. According to data presented to the DGCA by IndiGo, with the new FDTL rules, it requires 2,422 captains and 2,153 first officers to operate its Airbus A320 fleet to maintain stable operations. It currently has 2,357 captains and 2,194 first officers operating the A320 aircraft.

The DGCA directed IndiGo to submit a mitigation plan, listing the immediate steps to stabilise operations and ensure a progressive reduction in cancellations. It also directed the airline to submit a detailed progress report every 15 days "covering operational improvements, crew availability, and roster stability".

"IndiGo is directed to submit the FDTL relaxations required to normalise the flight operations for DGCA review," the regulator said. The airline will have to submit a detailed roadmap covering projected crew recruitment vis-a-vis induction of aircraft. Also, the plan for crew training, roster restructuring, safety-risk assessments, and mitigation measures

leading to full compliance with immediate effect.

Although the new FDTL rules apply to all domestic airlines, the factors that have made IndiGo more vulnerable, according to industry sources, include: massive scale of operations, high-frequency network, significant number of night and red eye (early morning) flights, and high aircraft and crew utilisation levels. With its fleet of over 400 aircraft, IndiGo operates over 2,300 flights a day, and follows a lean staffing model. The next biggest airline — Air India — operates less than half the number of flights IndiGo operates.

"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 centres for continuous oversight," the Ministry said.

According to the DGCA, IndiGo informed that it had 1,232 flight cancellations in November, 755 of which were due to crew and FDTL-related constraints, 258 to airspace and airport restrictions, 92 to air traffic control system failure incidents, and 127 to other reasons.



Corporate Communications Directorate

JANSATTA

DELHI

5 DECEMBER 2025

डीजीसीए ने सामान्य सेवाएं बहाल करने के लिए निर्देश आठ दिसंबर से इंडिगो की उड़ानों में कटौती

जनसत्ता ब्यूरो
नई दिल्ली, 4 दिसंबर।

इंडिगो की उड़ानों के रद्द होने का सिलसिला अगले चो-तीन दिन तक जारी रहने की संभावना है। एअरलाइन ने 8 दिसंबर से अपनी उड़ानों का परिचालन कम करने का निर्णय लिया है ताकि स्कावटें कम से कम हों।

नागरिक उड्डयन मंत्री ने गुरुवार को एअरलाइन और मंत्रालय के अधिकारियों के साथ मौजूदा हालात की समीक्षा करते हुए सेवाएं सामान्य बहाल करने के लिए एहतियाती उपाय करने के निर्देश दिए हैं। चालक दल के सदस्यों की भर्तियां, नए विमानों को शामिल करने सहित हालात को सामान्य बहाल करने के लिए कुछ अहम निर्देश दिए हैं। केंद्रीय नागरिक उड्डयन मंत्री ने देश के सभी हवाई अड्डे

‘यात्रियों से किए वादे पर खरा नहीं उतर सकी इंडिगो’

जनसत्ता ब्यूरो
नई दिल्ली, 4 दिसंबर।

परिचालन संकट से गुजर रही इंडिगो के मुख्य कार्यपालक अधिकारी (सीईओ) पीटर एल्बर्स ने गुरुवार को कहा, विमानन कंपनी का तात्कालिक लक्ष्य परिचालन को सामान्य

के निर्देशकों को मौजूदा हालात की निगरानी, उड़ानों के रद्द होने पर हवाई किराए पर नजर रखने और फंसे हुए यात्रियों की मदद के लिए सभी सुविधाएं मुहैया करने के निर्देश दिए हैं।

पिछले कुछ दिनों के दौरान इंडिगो की रद्द होने वाली उड़ानों की संख्या में लगातार बढ़ोतरी हो रही है। अब रोजाना औसतन 170

करने सहित समय पर उड़ानों का संचालन करना है लेकिन यह आसान लक्ष्य नहीं है।

एल्बर्स ने कर्मचारियों को दिए संदेश में स्वीकार किया कि एअरलाइन, अपने यात्रियों को हवाई यात्रा का अच्छा अनुभव प्रदान करने के अपने वादे पर खरा नहीं उतर सकी।

से 200 उड़ानें रद्द हो रही हैं जो सामान्य से काफी ज्यादा है।

इंडिगो ने रद्द हुई उड़ानों और शुरुआती वजह को लेकर दिए गए ब्योरा में एफडीटीएल कार को लागू करने में पेश आ रही चुनौतियों में चालक दल की समस्याएं, सर्दियों में परिचालन संबंधी दिक्कतों का निरू किया है।

MINT

DELHI

5 DECEMBER 2025

How did IndiGo fly into severe turbulence?

BY ABHISHEK LAW

IndiGo, India's largest carrier, faces one of its most severe disruptions, as hundreds of flights have been cancelled since Tuesday. It blamed crew shortages, new duty-time rules, technical breakdowns, and congestion. But why has IndiGo been hit the hardest? *Mint* explains.



1 What are the new duty time limitations?

India's latest Flight Duty Time Limitations (FDTL) is designed to reduce pilot fatigue and improve safety. IndiGo, which runs one of the largest networks in Asia with over 2,300 flights a day, struggled to rebuild rosters in time. The new norms require overhauls to duty schedules. The earlier weekly rest period for pilots was 36 hours. This has increased to 48 hours. Night duty is from 0000 hours to 0600 hours, an extension by one hour. Also, the number of landings during night operations is now two, instead of six. No more than two consecutive night duties are allowed. This means, airlines will need more pilots.

2 Why do pilot fatigue, FDTL norms matter?

The revision in the FDTL norms came after an DGCA audit found that many airlines were struggling with pilot fatigue. It refers to physical and mental exhaustion that reduces a pilot's performance and alertness, caused by sleep deprivation, long hours, irregular schedules, and circadian rhythm disruption from time zone changes. In the aviation sector, it is a concern because it can affect flight safety, efficiency, productivity and personal health. The DGCA released the draft FDTL regulations in January 2024. The revised norms were slated for fully rollout by 1 June 2024, but were deferred.



3 Have new rules been a bolt from the blue?

No. These were to be implemented from June 2024, but faced pushback from airlines as the rules increased crew strength. On Delhi High Court's order, they were rolled out in phases: 15 clauses including weekly rest and flying hours from July, and 7 on night duty and night-time landings from November. IndiGo or others cannot claim to be unaware.

4 Why is IndiGo in the news, and not others?

IndiGo has 2,300 plus daily departures in India versus 1,000 for Air India Group. Of the nearly 1,000 domestic routes, IndiGo operates about 600, according to Anand Rathi. Its efficiency depends on maximizing crew hours. The carrier IndiGo runs many high-frequency overnight services. The cap on night landings sharply reduced how many flights a single crew pairing could legally operate. Air India and Akasa operate relatively fewer night sectors. In all, IndiGo overlooked warning signs.

5 When is the situation expected to improve?

IndiGo on Wednesday said it would take around 48 hours to put things back in order in a calibrated manner. This means there will be cancellations on less-popular routes. It has cancelled hundreds of flights and might operate fewer flights this winter—it had 15,014 weekly departures approved. The Directorate General of Civil Aviation has also sought an explanation from the airline.

IndiGo struggles as flight cancellations spark airport chaos >P1



Corporate Communications Directorate

MINT

DELHI

5 DECEMBER 2025

IndiGo struggles as flight cancellations spark airport chaos

Abhishek Law & Dipali Banka
NEW DELHI/MUMBAI

IndiGo has admitted to the aviation regulator that it "misjudged" the operational impact of India's new flight duty time limitations (FDTL) norms, after close to 200 of its flights were cancelled daily over the past few days due to acute pilot and crew shortages, among other factors.

According to a statement issued by the Directorate General of Civil Aviation (DGCA) on Thursday, the airline has told the regulator that planning gaps contributed to its ongoing disruptions, and it has committed to implementing corrective measures, with full operational stabilization targeted by 10 February 2026.

Till that date, India's largest airline has also sought exemptions from specific provisions of the FDTL norms, which are aimed at overhauling duty schedules, night-landing plans and weekly rest charts.

In the meantime, IndiGo will also reduce its number of daily flights starting 8 December to minimize disruption. The DGCA said the carrier has averaged 170-200 cancellations per day since late November, well above normal levels.



IndiGo cancelled 1,232 flights in November. MINT

The development follows chaotic scenes at multiple airports on Thursday, as IndiGo struggled to manage irate travellers across airports. Protests broke out across terminals and fist fights were reported in Kolkata, prompting CISF intervention in Bengaluru and Mumbai.

The turbulence follows weeks of mounting disruption. Since 1 November, after the second phase of the new FDTL norms went live, IndiGo has cancelled more than 1,550 flights, including 1,232 in November; 755 of these were caused due to crew shortage from the revised crew roster-

TURN TO PAGE 6

IndiGo struggles as flight cancellations spark airport chaos

FROM PAGE 1

ing rule. The cancellations and delays have severely dented its on-time performance (OTP). India's most punctual airline, with an OTP of more than 87% until the end of October, saw that metric plunge to 67.7% in November, 35% on Tuesday (2 December) and 19.7% on Wednesday, according to the ministry of civil aviation. This implies that one in five flights of the carrier reached their destination on time. OTP measures the percentage of flights that depart or arrive within 15 minutes of their scheduled time.

IndiGo did not respond to Mint's questions.

The airline's shares ended 2.8% down to close at ₹5,437.6 on Thursday, even as the BSE Sensex ended marginally 0.2% higher.

For now, IndiGo is battling to get its operations back in order, as its chief executive asked employees to work together to help the airline overcome what is probably its biggest operational challenge.

"We have faced tough moments before, but we turned challenges into triumphs, proving our resilience, strength and unity," IndiGo chief executive officer (CEO) Pieter Elbers said in a message to employees on Thursday. "This moment will be no different... This is the time for all of us to come together, prove our mettle once again and showcase what IndiGo truly stands for."

IndiGo has attributed its operational meltdown to a



IndiGo's shares closed 2.8% down at ₹5,437.6 on Thursday.

variety of factors, including the newly imposed FDTL norms, minor tech glitches, and weather conditions. The new crew roster scheduling norms were seen as the key reason that the airlines took a hit in operations.

According to the company's FY25 annual report, its roster of pilots totalled 5,456, the most for any airline in India.

Adding more pilots would entail additional costs, as the airline's chief financial officer,

Gaurav Negi, said in a post-earnings call on 4 November. "There will be some incremental cost" related to implementing new crew roster scheduling norms, he had said.

According to Mark D. Martin, chief executive of Martin Consulting, airlines need to revise their "lean manpower strategy" to comply with the FDTL norms. "There will be an impact on costs, which will go up. The exact amount is yet to be worked out."

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IndiGo attributed its operational meltdown to the new FDTL norms, minor tech glitches, weather conditions

TURMOIL DEEPENS

Chaos at airports for third straight day as IndiGo cancels over 550 flights



Passengers wait in queues at IndiGo airline's counter at Kempegowda International Airport, in Bengaluru, on Thursday PTI

MPOST BUREAU

MUMBAI: Chaos unfolded at major airports across the country on Thursday as IndiGo cancelled more than 550 domestic and international flights, extending a wave of operational disruptions into a third consecutive day and throwing the travel plans of hundreds of passengers into disarray.

Through the morning and early afternoon, a large number of IndiGo flights also faced delays, with crew shortages and shifting schedules contributing to widespread turbulence in the operations of the airline, which typically prides itself on punctuality.

The impact was felt most sharply at key metros. At least 172 flights were cancelled at Delhi, 118 at Mumbai, 75 at Hyderabad, 100 at Bengaluru, 35 at Kolkata, 26 at Chennai and 11 at Goa, according to sources. Disruptions were also reported from other airports. Data from six major hubs Delhi, Mumbai, Chennai, Kolkata, Bengaluru and Hyderabad showed IndiGo's OTP plunging from 35 per cent on December 2 to 19.7 per cent on Wednesday.

Regulatory attention intensified as the Directorate General of Civil Aviation (DGCA) held discussions with IndiGo officials on Thursday. **Continued on P4**

IndiGo cancels

The watchdog had already initiated an investigation a day earlier, directing the airline to furnish details explaining the disruptions and outline measures to reduce cancellations and delays.

IndiGo's stock reflected the turbulence. In late afternoon trade, shares of parent company InterGlobe Aviation slipped more than 3 per cent to Rs 5,417.90 on the BSE.

According to sources, the airline has been grappling with a severe crew shortage since the rollout of the second phase of the revised Flight Duty Time Limitations (FDTL) norms, which govern work and rest schedules for cockpit crew. Pilot bodies have accused the airline of inadequate preparation. The Federation of Indian Pilots (FIP) said IndiGo had "inexplicably" imposed a hiring freeze despite having a two-year window to prepare for the transition. It also urged the DGCA not to clear airlines' seasonal schedules unless they have sufficient staff to operate services safely under the new rules.

The Airline Pilots' Association of India (ALPA) said the disruptions indicated a lack of proactive resource planning by major carriers and suggested there may also be attempts to pressure the regulator to dilute the new FDTL norms.

IndiGo CEO Pieter Elbers, in a message to employees on Thursday, said the past few days had been "difficult for many of our customers and colleagues." The airline, which operates around 2,300 flights a day and serves nearly 380,000 passengers daily, "could not live up to that promise" of providing a

good experience, he said, adding that IndiGo had "publicly apologised" for the situation.

Elbers attributed the crisis to a combination of issues: minor technology glitches, schedule changes linked to the winter season, adverse weather, growing congestion in the aviation network and the adoption of updated FDTL norms. These factors, he said, created a cascading effect across operations. "Given the size, scale and complexity of our network, these disruptions grow large immediately and require interventions on multiple levels," he said. The airline is now recalibrating schedules in an effort to stabilise operations.

IndiGo, in a separate statement on Wednesday, had cited similar factors, noting that the compounding impact of these operational challenges "was not feasible to be anticipated."



PAIN POINTS

Transitional challenges in crew availability under FDTL Phase-2, which capped night landings by pilots to two as against six, IndiGo says

Airline seeks exemptions from DGCA on night duty norms for A320s till Feb 10

Misjudged actual crew required for Phase 2 of FDTL

More IndiGo flights to be cancelled for 2-3 days

From Dec 8, it will cut flight ops to minimise disruption



Normalise operations urgently, ensure airfares do not spike

K Rammohan Naidu, Civil Aviation Minister to IndiGo

IndiGo to cut ops from Monday, full normalcy in Feb

S LALITHA @ New Delhi

ON a day when over 500 more flights were cancelled, IndiGo told the Directorate of Civil Aviation (DGCA) that normal and stable operations can be fully restored by the airline only by February 10.

It said flight cancellations would continue for the next 2-3 days, adding it would start cutting down on flight operations from December 8 to minimise disruption.

The airline urged the regulator to exempt its A320s from certain Flight Duty Time Limitation (FDTL) norms, which mandate a maximum of two night landings as against the earlier six.

The DGCA advised it to submit in detail the FDTL relaxations it required to normalise flights operations.

IndiGo made its presentation on Thursday at meet with the Director General of the DGCA. "IndiGo has assured DGCA that corrective actions are underway and that normalised and stable operations will be fully restored by 10 February 2026," the regulator said. More cancellations will continue over the next 2-3 days, the airlines said.

IndiGo acknowledged that the disruptions arose primarily from misjudgment and planning gaps in implementing Phase 2 of FDTL, which kicked in on November 1.

"The airline is facing significant transitional challenges in roster planning and crew availability under Phase-2 FDTL requirements. These issues, combined with winter



Passengers crowd an IndiGo ticket counter in Mumbai on Thursday | PTI

operational constraints, have contributed to the sharp spike in cancellations and delays," it told the DGCA.

The airline said its requirement of Captains to fly the Airbus as on November was 2,422, but their actual availability would drop to 2,357 by December. As for co-pilots (Flying Officers), it is better placed at 2,194 this month. The requirement in November was 2,153.

"After implementation of Phase-II of the new FDTL, the operations have been further impacted. The sharp increase in duty share during night time operations has further constrained crew availability," IndiGo added.

"Indigo has been directed to normalise operations at the earliest and also ensure that it does not lead to increase in fares," the DGCA added. It was also told to submit a roadmap on fresh crew hires.

इंडिगो की 550 से ज़्यादा उड़ानें रद्द, दिक्कत जारी



यात्रियों का आरोप, इंडिगो अधिकारी एयरपोर्ट पर नहीं दे रहे अपडेट।

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■ नई दिल्ली: देश की सबसे बड़ी एयरलाइन इंडिगो (6E) की फ्लाइट्स के लेट और कैंसल होने का सिलसिला लगातार तीसरे दिन गुरुवार को भी जारी रहा। दिल्ली, मुंबई, हैदराबाद और बेंगलुरु समेत कई एयरपोर्ट पर 550 से ज्यादा फ्लाइट्स कैंसल हो गईं। बीते 3 दिन में 5 हजार से ज्यादा उड़ानों पर असर पड़ा है। इससे इंडिगो के करीब 6 लाख यात्री प्रभावित हुए हैं। कुछ यात्रियों का आरोप है कि इंडिगो उन्हें ना तो खाना-पीना दे रहा है और ना ही स्टे के लिए कहीं कोई होटल। पुणे एयरपोर्ट पर तो पार्किंग फुल होने से फ्लाइटों को पार्क करने के लिए लाइनों में लगना पड़ा। ▶▶ पेज 17

मंत्रालय ने यात्रियों की मदद के लिए आदेश

नागर विमानन मंत्री रामगोहन नायडू ने गुरुवार को इस समस्या पर मीटिंग की। उन्होंने अथॉरिटी ऑफ इंडिया (AAI) और DGCA को सभी एयरपोर्ट पर हालात पर नजर रखने को कहा है। इंडिगो को उड़ाने रद्द होने की सूचना पहले देने को भी कहा है। इस बीच, इंडिगो ने माना कि नए नियमों को लागू करने में उनकी प्लानिंग गलत रही और कू की कमी हो गई। 10 फरवरी, 2026 तक उड़ानों का संचालन पूरी तरह से सामान्य हो जाएगा।

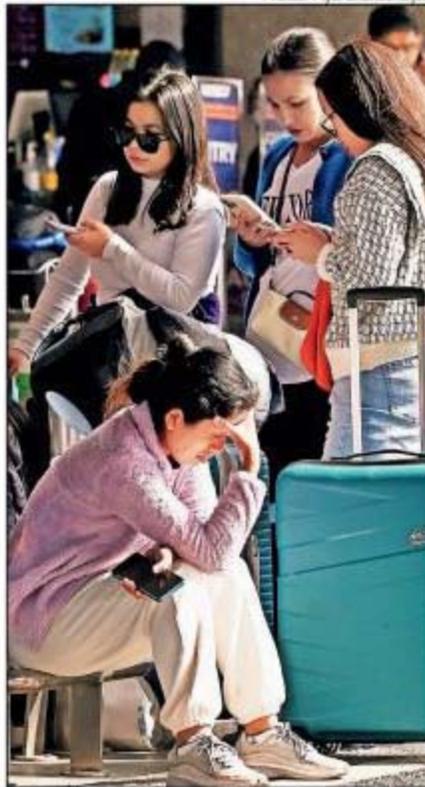
इंडिगो बेहाल: देशभर में उड़ानों पर असर

550 से ज्यादा उड़ानें तीसरे दिन भी रुक, किराया भी बढ़ा | 65% के करीब हिस्सेदारी है इंडिगो एयरलाइंस की घरेलू एविएशन में

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■ नई दिल्ली: इंडिगो क्रू मेंबर्स की संख्या में भारी कमी से देशभर में सैकड़ों फ्लाइट्स कैंसल हुईं। मुंबई में 118, हैदराबाद में 75, बेंगलुरु में 100, कोलकाता में 35 फ्लाइट्स कैंसल करनी पड़ीं। मामले की गंभीरता को देखते हुए खुद नागर विमानन मंत्री के राममोहन नायडू और डीजीसीए के डीजी फैज अहमद किराया बढ़ाने की स्थिति की निगरानी की।

इंडिगो क्राइसिस के बीच बड़े एयरपोर्टों पर गुरुवार को हजारों यात्री घंटों तक फंसे रहे। कई उड़ानें 10 घंटे तक देरी से चली, जबकि कुछ को अचानक रद्द कर दिया गया। इससे यात्रियों में भारी नाराजगी देखी गई। TOI की रिपोर्ट के अनुसार, पुणे एयरपोर्ट पर एक यात्री ने ट्वीट किया, अकासा एयर की दिल्ली फ्लाइट पिछले 2 घंटे से हैंगर में खड़ी है। दिल्ली के एक यात्री ने लिखा, हम फ्लाइट में एक घंटे से बैठे हैं। कोलकाता से यात्री ने लिखा, यह दुर्भाग्यपूर्ण है कि यात्रियों को परेशानियां झेलनी पड़ती हैं। हम दिल्ली फ्लाइट के लिए बहुत देर तक इंतजार करते रहे। इंडिगो क्राइसिस के बाद प्रमुख मार्गों पर किराया में भी भारी इजाजत हुआ है। शुक्रवार और रविवार के लिए दिल्ली-बेंगलुरु का इकोनॉमी क्लास का एकतरफा टिकट 11,000 रुपये से 43,145 रुपये के बीच था, जबकि मुंबई-कोलकाता का किराया 8,000 से 19,000 रुपये के बीच था।



देशभर में एयरपोर्ट्स पर यात्री परेशान दिखे। कई स्टाफ से बहस करते दिखे। कई लोगों को सड़क मार्ग से जाना पड़ा।

Photos: Piyal Bhattacharjee

कई दूसरी उड़ानें भी प्रभावित

पुणे एयरपोर्ट पर गुरुवार को इंडिगो के कई ग्राउंडेड विमान लंबे समय तक पार्किंग में खड़े रहे। पार्किंग में जगह खाली न होने से बाकी फ्लाइट्स भी लेट हुईं। पुणे एयरपोर्ट ने बयान में कहा, इंडिगो के कई एयरक्राफ्ट क्रू उपलब्ध न होने की वजह से लंबे समय तक ग्राउंडेड रहे, जिससे पार्किंग बे लंबे समय तक भरे रहे। इसका असर सभी एयरलाइंस की उड़ानों पर पड़ा और देरी बढ़ती गई।

पायलट संगठन ने इंडिगो को दोष दिया

पायलट निकाय फेडरेशन ऑफ इंडियन पायलट्स (एफआईपी) और एयरलाइन पायलट्स एसोसिएशन ऑफ इंडिया (एएलपीए) ने इस समस्या के लिए इंडिगो को ही जिम्मेदार ठहराते हुए कहा है कि एयरलाइन के पास नियम लागू होने से पहले तैयारी के लिए दो साल का समय था लेकिन उसने भर्ती प्रक्रिया को धीमा रखा। इसके साथ ही पायलट संगठनों ने डीजीसीए से अनुरोध किया है कि एयरलाइंस को अब तक मौसमी उड़ान समय-सारणी की मजूरी न दी जाए जब तक वे चालक दल की पर्याप्त उपलब्धता का प्रमाण न दें। इंडिगो ने बुधवार को अपने बयान में कहा था कि उसकी परिचालन समस्याएं कई कारणों से पैदा हुईं हैं जिनमें 'तकनीकी गड़बड़ियां, सीतकालीन उड़ान समय-सारणी के बदलाव, प्रतिकूल मौसम, बढ़ती भीड़भाड़ और नए रोटेशन नियम' शामिल हैं।



क्राइसिस के पीछे नए पायलट ड्यूटी नियम!



इस संकट की सबसे बड़ी वजह 1 नवंबर से लागू एफडीटीएल (Flight Duty Time Limitation) के दूसरे चरण के नियम बताए जा रहे हैं। इन नए नियमों ने पायलटों की आराम अवधि और रात की ड्यूटी के नियमों को सख्त कर दिया है। इसके चलते अचानक उपलब्ध होने वाले क्रू की संख्या कम हो गई, जिससे फ्लाइट संचालित करना मुश्किल होने लगा। कैंसल हुई 62% फ्लाइट्स के पीछे नए नियम बताए गए। हालांकि इंडिगो ने खराब मौसम, तकनीकी समस्या समेत कई अन्य कारण भी बताए।

IGI से देर शाम तक 172 फ्लाइट्स कैंसल

'फ्लाइट कैंसल हो गई, मेसेज तक नहीं आया'

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■ नई दिल्ली: इस पूरे प्रकरण में दिल्ली एयरपोर्ट पर परेशानी यात्री स्टाफ से सवाल-जवाब करते नजर आए। संतोषजनक जवाब नहीं मिला, तो लोगों ने मजबूरन सोशल मीडिया पर अपनी शिकायतें पोस्ट की और इंडिगो समेत सरकार से सवाल किए। गुरुवार सुबह से देर शाम तक इंदिरा गांधी इंटरनेशनल एयरपोर्ट (IGI) से 172 फ्लाइट्स कैंसल हुईं। सुबह से इंडिगो के 89 डिपार्चर और 83 अगइवल कैंसल हुए। हवाई अड्डे से उड़ानें रद्द होने से बड़ी संख्या में यात्री वेहद निराश और नाराज नजर आए। 5 से 10 घंटे की देरी से नाराज यात्री कई जगह बहस करते दिखे। सोशल मीडिया पर भी #IndigoDelay के साथ इंडिगो के लिए गुस्सा दिखा। यात्रियों की शिकायत थी कि इंडिगो की ओर सही जानकारी नहीं दी जा रही है। पछने पर वो बार-बार दूसरा टाइम बता रहे हैं और आखिर में अनिश्चितकाल के लिए लेट बताई गई और कई आखिर में कैंसल कर दी गई हैं। दिल्ली से पुणे जाने वाले एक यात्री मोहित ने बताया, मेरी फ्लाइट पहले पांच घंटे लेट बताई गई, फिर और लेट। बताया ही नहीं जा रहा कि कब उड़ान भरेगी।



IGI का हाल इंडिगो के कामकाज के तरीके से लोग काफी नाराज दिखे

बच्चों के साथ परेशान रहे

इंदिरा गांधी इंटरनेशनल एयरपोर्ट पर एक यात्री ने बताया, फ्लाइट हैदराबाद के लिए थी, कैंसल हो गई मगर इसका मेसेज तो आना चाहिए था। मेरे साथ सीनियर सिटीजंस हैं, घर से इतनी दूर एयरपोर्ट आईं। मुझे यहां हरियाणा से आई फैमिली भी मिली, जो देर रात चलकर यहां पहुंचे, वो भी बच्चों के साथ, बच्चे परेशान हो रहे थे। सीनियर सिटीजंस और बच्चों के लिए यह बहुत मुश्किल है। इंडिगो का सिस्टम खत्म है तो सरकार को ऐवशन तो लेना पड़ेगा।



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NAVBHARAT TIMES

DELHI

5 DECEMBER 2025

इंडिगो ने कहा- 10 फरवरी तक ही दूर हो पाएगी परेशानी

■ भाषा, नई दिल्ली

इंडिगो ने विमानन नियामक DGCA को सूचित किया कि वह आठ दिसंबर से उड़ानों की संख्या कम करेगी और 10 फरवरी, 2026 तक पूरी तरह से स्थिर संचालन बहाल हो जाएगा। अगले कुछ दिनों में और उड़ानें रद्द होने की आशंका है।

डॉ. नीसीए ने एक बयान में कहा कि उड़ान इवेंट्स समय सीमा (एफडीटीएल) नियमों के दूसरे चरण को सही से लागू नहीं किया गया। योजनागत अंतराल के कारण उड़ानों में व्यवधान हुआ क्योंकि चालक दल की जरूरतें अपेक्षा से अधिक हो गईं। विमान कंपनी व्यवधानों को दूर करने के लिए आठ दिसंबर से उड़ानों का संचालन कम कर देगी ताकि वह सिचुएशन को संभाल सके। इंडिगो ने यह भी कहा कि चूंकि स्लॉट केवल रात में उपलब्ध है। इसका संचालन



पर और अधिक प्रभाव पड़ा है। रात के समय संचालन के दौरान इवेंट्स शेयर में भारी इन्फो ने क्रू की उपलब्धता को और बाधित किया है। DGCA की एक टीम ने दिल्ली एयरपोर्ट के टर्मिनल-1 का भी दौरा किया।



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हालात पर केंद्र की नज़र

■ इंडिगो एयरलाइंस की फ्लाइटों के कैंसल और डिले होने वाली गंभीर समस्या को देखते हुए केंद्रीय नागर विमानन मंत्री राममोहन नायडू ने इंडिगो मैनेजमेंट के साथ रिव्यू मीटिंग की। उन्होंने एयरपोर्ट अथॉरिटी ऑफ इंडिया (AAI) और DGCA को निर्देश दिया है कि वह देश के सभी एयरपोर्ट की

स्थिति पर नजर बनाए रखे। जहां भी क्राइसेस के वजह से यात्री फंसे हुए हैं। वहां उनकी जरूरत के मुताबिक मदद करें। इसमें चाहे उनकी टिकट वापसी हो या फिर दूसरी फ्लाइट लेने जैसी मदद। इंडिगो से यह भी कहा गया है कि वह यह भी सुनिश्चित करें कि इससे किरायों में बढ़ोतरी ना होने पाए।

हम प्रतिदिन करीब 3,80,000 ग्राहकों को सेवाएं देते हैं और चाहते हैं कि उनमें से प्रत्येक को अच्छा अनुभव मिले। हम पिछले कुछ दिनों में अपने वादे पर खरे नहीं उतर पाए और इसके लिए हमने सार्वजनिक रूप से माफी मांगी है।

-पीटर एल्बर्स, सीईओ, इंडिगो

कू
मेंबर की
कमी

डीजीसीए के फ्लाइट ड्यूटी टाइम लिमिटेशन ने रोक़ी इंडिगो की रफ़्तार

5 दिसम्बर तक सामान्य होंगे हालात

एयरलाइन ने बुधवार को एक बयान जारी किया। कहा कि छोट्टी-मोट्टी तकनीकी खराबी, सर्दियों के कारण शेड्यूल में बदलाव, खराब मौसम, एविएशन सिस्टम में स्लो नेटवर्क और कू मेंबरों के शिफ्ट चार्ट से जुड़े नए नियमों (फ्लाइट ड्यूटी टाइम लिमिटेशन) की वजह से ऑपरेशन पर बुरा असर पड़ा है। इसका पहले से अनुमान लगाना संभव नहीं था। 5 दिसम्बर तक हालात सामान्य हो जाएंगे।

- दिल्ली समेत देश के सभी एयरपोर्ट पर हंगामा, हर एयरपोर्ट पर सभी एयरलाइंस की फ्लाइट्स हैं डिले
- किराए में भी इजाफा, अन्य एयरलाइंस ने किरायों में 3 से 5 गुना की वृद्धि की

- लखनऊ में दोपहर 12 बजे की इंडिगो समेत 3 एयरलाइंस को रद्द किया गया, जिसके चलते एयरपोर्ट पर खंभियों ने हंगामा किया
- हैदराबाद में एरवाइल को करीब 2 घंटे के लिए बंद किया गया, जिसके चलते एयरपोर्ट के बाहर खंभियों ने स्टोक से बदतमीजी की



नई दिल्ली, 4 दिसम्बर (संजीव यादव/नवोदय टाइम्स) : देश की सबसे बड़ी एयरलाइन कंपनी इंडिगो लगातार तीसरे दिन कू की कमी से जूझ रही है। इससे इंडिगो के ऑपरेशन पर बुरा असर पड़ा है इसके चलते दिल्ली के डोमेस्टिक और इंटरनेशनल एयरपोर्ट पर हालात बिगड़ गए हैं, मौजूदा हालात में वीरवार को 95 से अधिक इंडिगो की फ्लाइट कैसिल होने और 120 से अधिक अन्य एयरलाइंस के लैंड स्लीफी के चलते भारी भीड़ है। मौजूदा हालात में टी-1 और टी-3 पर रेलवे स्टेशन जैसे हालात हैं। यही नहीं करीब 5 हजार से अधिक ऐसे यात्री भी दिल्ली एयरपोर्ट पर मौजूद हैं जो 2 दिनों से फ्लाइट में उड़ने का इंतज़ार कर रहे हैं। वहीं, सुरक्षा कारणों के चलते सीआईएफ ने सुरक्षा बढ़ा दी है।

आखिर देश में इंडिगो का संचालन क्यों महत्वपूर्ण

एयरलाइन दिन भर में लगभग 2,300 घरेलू और अंतरराष्ट्रीय उड़ानें ऑपरेट करती है। वहीं एअर इंडिया के एक दिन में संचालित उड़ानों की लगभग दोगुनी है। बड़े पैमाने पर यदि 10-20 प्रतिशत उड़ानें भी देर से चलें या रद्द हो तो इसका मतलब होता है 200-400 उड़ानें प्रभावित होना। हजारों यात्रियों के लिए बड़ी मुश्किलें आना। बुधवार को भी इंडिगो की 200 से ज्यादा उड़ानों पर असर पड़ा था। वहीं, वीरवार को ये संख्या 250 से ज्यादा पहुंची है। यही नहीं देश के अधिकांश एयरपोर्ट पर इंडिगो के सबसे ज्यादा फ़िगन पाकिंग में खड़े रहते हैं, और ऐसे में ये फ़िगन लगातार खड़े रहे एयरपोर्ट पर पार्किंग स्लॉट की भी दिक्कत आ रही है।

देश में डोमेस्टिक में 60 प्रतिशत घरेलू उड़ानें इंडिगो के पास

इंडिगो के पास सबसे ज्यादा 434 फ़िगन हैं। एक दिन में 2300 से ज्यादा उड़ानें हैं। देश की 60 प्रतिशत से अधिक घरेलू उड़ानें इसी के पास हैं। अभी इसके पास 5456 फायलट और 10212 कैबिन कू मेंबर हैं। 141 हजार से ज्यादा स्थायी कर्मचारी हैं। इसके बावजूद कंपनी कू की भारी कमी से जूझ रही है।

इंडिगो कंपनी में ये मुख्य समस्या जिससे हो रही है दिक्कत

डायरेक्टोरेट जनरल ऑफ़ निरविल एविएशन (डीजीसीए) ने सभी एयरलाइंस के लिए 1 नवम्बर से फायलटों और अन्य कू मेंबरों के काम से जुड़े सुरक्षा नियमों में बदलाव किए हैं। इसका सबसे ज्यादा असर इंडिगो एयरलाइन पर पड़ा है। जानकारी के मुताबिक डीजीसीए ने फ्लाइट ड्यूटी टाइम लिमिटेशन (एफडीटीएल) में लागू किए हैं जो दो चरणों में लागू किया गया है। पहला चरण 1 जुलाई को लागू हुआ।

क्या है फ्लाइट ड्यूटी टाइम लिमिटेशन जिसके चलते इंडिगो पर पड़ा असर

फ्लाइट ड्यूटी टाइम लिमिटेशन (एफडीटीएल) मतलब कि किसी भी फ्लाइट को ऑपरेट करने के लिए एक से कू मेंबर होते हैं। खाना पीना, सेफ्टी देखने वाले और दूसरे फायलट्स होते हैं और जॉइंट सी बस है कि दोनों के बिना फ्लाइट नहीं उड़ सकते हैं। दरअसल, इनकी के जो ड्यूटी टाइम थे उनको लेकर चेज किए गए। नए नियम के तहत 1 नवम्बर से रेस्ट पीरियड को लेकर नया नियम जारी किया गया है।

फायलटों को हर सप्ताह कम से कम 48 घंटे लगातार आराम देना अनिवार्य है, जिससे वे थकान से उबर सकें। इस

वैरान इन घंटों में वे ऑफ़ फ्लाइट रहेंगे, कोई ऑपरेटिंग काम नहीं करेंगे। रत 12 बजे से लेकर सुबह 6 बजे के बीच में फायलट अधिकतम 2 लैडिंग ही कर सकते हैं। रत में खराब विजिबिलिटी और लगातार थकान की वजह से उन पर तनाव रहता है। तनाव कम करने के लिए यह जरूरी है। एयरलाइन कर्मियों किनी फायलट का कू को 2 से ज्यादा बार लगातार नॉट ड्यूटी पर नहीं लग सकता। अगर ड्यूटी में नॉट ऑपरेशन शामिल है तो 2 से ज्यादा बार ड्यूटी नहीं लगाई जाएगी। लगातार तीसरी रत नॉट ड्यूटी नहीं दी जा सकती है, जिससे शरीर को स्लीप-साइकल न बिगड़े।

देशभर के एयरपोर्ट्स के हाल

दिल्ली एयरपोर्ट : मौजूदा समय में इंडिगो से 112 फ्लाइटें रद्द की गईं, जिसमें सबसे ज्यादा मुंबई और बंगलुरु की थी।
मुंबई एयरपोर्ट : वीरवार को कुल 86 फ्लाइट्स कैसिल की गईं इनमें 41 फ्लाइट मुंबई आने वाली और 45 मुंबई से दूसरे शहरों में जाने वाली फ्लाइट्स थीं।
जयपुर और जोधपुर एयरपोर्ट : जयपुर में वीरवार को 3 इंडिगो फ्लाइट्स कैसिल हुईं हैं। जोधपुर से 4 इंडिगो फ्लाइट्स को रद्द किया गया है। इनमें ज्यादातर फ्लाइट्स बंगलुरु, हैदराबाद, मुंबई और कोलकाता आने-जाने वाली थीं।
हैदराबाद एयरपोर्ट : वीरवार को यहां से उड़ान भरने वाली इंडिगो की 33 उड़ानें रद्द की गईं। वहीं बुधवार को हैदराबाद से 19 उड़ानें रद्द कर दी थीं।
इंदौर एयरपोर्ट : मध्य प्रदेश के इंदौर में इंडिगो की तीन फ्लाइट्स रद्द की गईं हैं। बुधवार को भी 38 उड़ानें कैसिल हुईं थीं। एयरलाइन के अनुसार, रद्द की गईं उड़ानों में जयपुर, दिल्ली, मुंबई, गोंय, चेन्नई और कोलकाता जैसे प्रमुख स्टॉ शामिल हैं।



Corporate Communications Directorate

PIONEER

DELHI

5 DECEMBER 2025

नागर विमानन महानिदेशालय के नए नियमों से ऑपरेशन प्रभावित

इंडिगो की देश भर में 300 से अधिक उड़ानें रद्द

एजेंसी। मुंबई

देश की सबसे बड़ी एयरलाइन इंडिगो में परिचालन व्यवधान लगातार तीसरे दिन बृहस्पतिवार को भी जारी रहने से 300 से अधिक घरेलू एवं अंतरराष्ट्रीय उड़ानों को रद्द कर दिया गया जबकि कई उड़ानें देर से रवाना हुईं। इस वजह से हजारों यात्रियों को भारी परेशानी उठानी पड़ी। मामले की जानकारी

परिचालन संकट
गहराया,
हजारों यात्री
हो रहे परेशान

रखने वाले सूत्रों ने कहा कि दोपहर तक दिल्ली में इंडिगो की 95, मुंबई में 85, हैदराबाद में 70 और बंगलुरु में 50 उड़ानें रद्द की गईं।

अन्य हवाई अड्डों पर भी उड़ानें रद्द होने और देरी से संचालित होने की बात सामने आई है। देश के छह प्रमुख हवाई अड्डों- दिल्ली, मुंबई, चेन्नई, कोलकाता, बंगलुरु और हैदराबाद के संयुक्त आंकड़ों के आधार पर एयरलाइन की समव्यपालन दर बुधवार को गिरकर 19.7 प्रतिशत पर आ गई जबकि दो दिसंबर को यह 35 प्रतिशत थी। समय पर उड़ानों के संचालन के लिए चर्चित इंडिगो के उड़ान प्रबंधन में आई



इतनी बड़ी गिरावट पर यात्रियों के साथ विमानन क्षेत्र के हितधारक भी सवाल उठा रहे हैं। नागर विमानन महानिदेशालय (डीजीसीए) ने उड़ानों में हो रही भारी देरी और रद्दीकरण को गंभीरता से लेते हुए एयरलाइन से विस्तृत स्पष्टीकरण मांगा है। नियामक ने कहा कि वह मौजूदा स्थिति की जांच कर रहा है और परिचालन सामान्य करने के उपायों पर एयरलाइन से चर्चा कर रहा है। सूत्रों ने बताया कि इंडिगो हाल के दिनों में चालक दल की भारी किल्लत का सामना कर रहा है। दरअसल

पायलट भर्ती पर रोक से हुई समस्या

मुंबई। पायलटों के संगठन फेडरेशन ऑफ इंडियन पायलट्स (एफआईपी) ने विमान कंपनी इंडिगो पर एफडीटीएल के पूर्ण कार्यान्वयन से पहले दो वर्ष की तैयारी अवधि मिलने के बावजूद बेवजह पायलट की भर्ती पर रोक लगाने जैसी अदूरदर्शी नियोजन गतिविधियां अपनाते का आरोप लगाया है। एफआईपी ने कहा कि उसने सुरक्षा नियामक डीजीसीए से आग्रह किया है कि वह विमान कंपनियों के मौसमी उड़ान कार्यक्रमों को मंजूरी न दे, जब तक कि उनके पास नई उड़ान ड्यूटी समय सीमा (एफडीटीएल) मानदंडों के तहत अपनी सेवाओं को सुरक्षित एवं विश्वसनीय रूप से संचालित करने के लिए पर्याप्त कर्मचारी न हों।

उड़ान ड्यूटी की सीमा तब करने वाले नए एफडीटीएल निवम लागू होने के बाद से ही एयरलाइन चालक दल की कमी का सामना कर रही है। नए नियमों के तहत पायलटों के लिए साप्ताहिक विश्राम समय बढ़ाया गया है और रात में लैडिंग की संख्या सीमित की गई है ताकि उड़ान सुरक्षा को मजबूत किया जा सके। पायलटों के संगठन ने इस समस्या के लिए इंडिगो को ही जिम्मेदार ठहराते हुए कहा है कि एयरलाइन के पास नियम लागू होने से पहले तैयारी के लिए दो साल का समय था लेकिन

उसने भर्ती प्रक्रिया को धीमा रखा। इसके साथ ही पायलट संगठनों ने डीजीसीए से अनुरोध किया है कि एयरलाइंस को तब तक मौसमी उड़ान समय-सारणी की मंजूरी न दी जाए जब तक वे चालक दल की पर्याप्त उपलब्धता का प्रमाण न दें। इंडिगो ने बुधवार को अपने बयान में कहा था कि उसको परिचालन समस्याएं कई कारणों से पैदा हुई हैं जिनमें तकनीकी गड़बड़ियां, शीतकालीन उड़ान समय-सारणी के बदलाव, प्रतिकूल मौसम, बढ़ती भीड़भाड़ और नए रोस्ट्रिंग नियम शामिल हैं।

IndiGo cancels over 300 flights, CEO cites 'accumulation' of issues

DEEPSHIKHA VERMA
New Delhi, 4 December

Domestic airline IndiGo on Thursday cancelled more than 300 flights from three major airports, extending disruptions for the third consecutive day. The carrier is struggling to maintain operations due to a shortage of pilots following the introduction of new flight-duty and rest-period rules.

IndiGo's flight disruptions worsened after the pilots' association accused the carrier of "creating" the crisis to exert pressure on regulators.

IndiGo said in a statement that its network had been "significantly disrupted" over the past two days and extended its apologies to affected passengers.

The airline added: "To



contain the disruption and restore stability, we have made calibrated adjustments to our schedules. These measures will remain in place for the next 48 hours, allowing us to gradually normalise operations and improve punctuality across the network."

IndiGo has blamed "an accumulation of several operational challenges" for over 300 of its flights getting cancelled and many delayed

over the past two days.

An employee source revealed that in an internal email, IndiGo CEO Pieter Elbers cited "minor technology glitches, schedule changes, adverse weather, increased congestion in the aviation ecosystem, and the rollout of the newly implemented FDTL norms" as factors affecting operations.

The introduction of new Flight Duty Time Limit (FDTL) norms for pilots on November

1 led to numerous flight cancellations, even though airlines had ample time to prepare for the change, which was initially scheduled to take effect on 1 June 2024.

Over 300 IndiGo flights were cancelled on Thursday as chaos continued at major airports across India, with the country's dominant carrier struggling to adapt to stringent new crew rostering rules.

On Wednesday, IndiGo cancelled at least 150 flights and said it had implemented "calibrated adjustments" to its schedules over the next 48 hours.

The Directorate General of Civil Aviation (DGCA) has sought a detailed explanation from IndiGo about what has led to the crisis and its plans to mitigate the ongoing delays and cancellations.





Corporate Communications Directorate

THE STATESMAN

KOLKATA

4 DECEMBER 2025

IndiGo cancelled 1,232 flights in Nov citing crew shortage, other issues, DGCA informed

STATESMAN NEWS SERVICE
New Delhi, 3 December

IndiGo on Wednesday informed the Directorate General of Civil Aviation (DGCA) that it has cancelled a total of 1,232 flights in the month of November due to multiple reasons, including crew shortage.

The carrier told the DGCA that crew shortage resulting from Flight Duty Time Limitations (FDTL) norms led to the cancellation of as many as 755 flights.

Additionally, the airline said that 258 flights were affected due to airspace restrictions, while an ATC system failure impacted 92 IndiGo flights.

Following reports of disruptions to IndiGo's flight operations and other services across major airports, the DGCA launched an investigation and asked the airline to "present the facts leading to the current situation, along with plans to mitigate the ongoing delays and cancellations."

In a statement, the DGCA said it is currently investigating the situation and evaluating measures with the airline to reduce cancellations and delays, in order to minimise passenger

inconvenience.

According to the DGCA, IndiGo is taking steps to strengthen crew planning and rostering while adhering to FDTL norms.

"The airline is also enhancing coordination with ATC and airports to manage capacity constraints and improve turnaround and disruption-management processes," news agency IANS reported.

IndiGo cancelled at least 38 flights from Delhi's Indira Gandhi International Airport between Tuesday midnight and Wednesday evening due to technical glitches and operational challenges.

More than 70 IndiGo flights were cancelled nationwide, with 42 flights from Bengaluru affected by crew shortage and 32 flights from Mumbai also grounded.

Thousands of passengers faced significant disruption as cancellations and delays impacted travel at major airports across India.

Responding to passengers' queries on social media, IndiGo apologised for the inconvenience, stating that the delays and cancellations were due to operational reasons.

Crew shortage, glitch disrupt IndiGo flights

AMIYA KUMAR
KUSHWAHA

New Delhi: IndiGo on Wednesday cancelled over 200 flights across the country, including 67 to and from Delhi airport and 10 to and from Calcutta airport, as the airline battled crew shortages and technology glitches, sources said.

Flight delays were also reported from airports as the carrier struggled to arrange for crew, PTI reported.

"We acknowledge that IndiGo's operations have been significantly disrupted across the network for the past two days, and we sincerely apologise to our customers for the inconvenience caused," an IndiGo spokesperson said.

"A multitude of unforeseen operational challenges, including minor technology glitches, schedule changes linked to the winter season, adverse weather conditions, increased congestion in the aviation system and the implementation of updated crew rostering rules (Flight Duty Time Limitations) had a negative compounding impact on our operations in a way that was not feasible to be anticipated," the spokesperson added.

On Tuesday, IndiGo's on-time performance from six key domestic airports plummeted to 35 per cent while Air India clocked 67.2 per cent, Air India Express 79.5 per



Passengers wait at the T2 domestic terminal amid flight delays in Mumbai on Tuesday. (PTI)

cent, SpiceJet 82.50 per cent and Akasa Air 73.20 per cent, according to the civil aviation ministry website.

Chaos prevailed at various airports, including Mumbai, Bengaluru and Hyderabad. In Hyderabad, 13 outgoing and 18 incoming flights were cancelled.

IndiGo, with a fleet of over 400 aircraft, operates around 2,300 daily flights that connect 90 domestic and 45 international destinations. The airline said its teams were working to ensure that operations return to normal soon.

To contain the disruption and restore stability, IndiGo said it had initiated calibrated adjustments to the schedules but did not share any specific numbers.

These measures will remain in place for the next 48

hours and will allow the airline to normalise operations and progressively recover punctuality across the network, it said.

"Furthermore, we are offering alternate flight options or refunds to affected customers, as applicable," IndiGo said.

IndiGo, which mostly operates Airbus jets, had also suffered disruptions on Saturday as around 200 A320 aircraft had to undergo a software update.

Many flyers took to social media to express their annoyance over the cancellation and delay of flights. Some called it a "worst experience ever", while others targeted the airline for lack of accountability.

"IndiGo6E worst experience ever. Flight was delayed from 3pm to 8pm. They made my mom run from T1 Delhi to T3 Delhi. Even got her baggage lost which amounts to more than 25k. I will stop using IndiGo for good. Untrained unprofessional airline," an X user posted.

Another X user, who was supposed to board a flight from Bhubaneswar, posted: "IndiGo cancelled the flight late into the night after making passengers wait since evening, no clarity, no alternatives, no accountability."

A flyer from Hyderabad to Mumbai complained that his flight was delayed for more than seven hours.

‘The plane is ready but we have no pilot’

Vikas.Singh@timesofindia.com

T1, New Delhi: The previous evening, I was forewarned. “You’re on an IndiGo flight to Bengaluru tomorrow? Their schedule is haywire. Change your carrier,” advised a colleague at the editorial meeting.

I tried. My flight was scheduled to depart at 2.15pm on Thursday. But a ticket to Bengaluru had become pricier than a seat at a Taylor Swift concert. I briefly considered cancelling the trip but finally decided to go ahead. “How bad can it get,” I thought. Silly me!

► ‘Cancelled flight’, P 13

‘Finally, I did what I should’ve done earlier. Cancelled flight’

► Continued from P1

Thursday began well. I received a message in the morning from IndiGo saying they were looking forward to having me on board with the usual advice about what to pack in cabin baggage. There wasn’t the slightest hint of any disruption or inconvenience. “Maybe they’ve sorted out their problems overnight. Or my flight is among the few unaffected,” I thought optimistically.

I left for the airport around 11am, reached T1 around 12.30pm. My hopes rose further when the information board said IndiGo’s 2.15pm flight to Bengaluru, 6E 176, would go ahead as scheduled. Even the gate number, 36 in this case, was mentioned. I thanked my lucky stars.

The first hint that something was wrong came as I neared Gate 36 and found a crowd gathered around a single person, their voices sharp with anger. But by the time I reached the spot, the crowd had dispersed. “What’s happening?” I asked. One of the passengers enlightened me. “We’re supposed to be on a 10.30am flight to Bengaluru, 6E 173. But the flight time has long since passed and there’s no information. We spotted an IndiGo staffer and tried asking him but he’s completely clueless.”

With a sinking feeling, I checked the information board. It still said that my flight was on schedule. I settled down with a history book, still hopeful but a lot less optimistic.

Around 1.30pm, there was a flurry of movement. A gentleman from IndiGo had arrived on the scene, and a crowd formed around him. “Where is the plane?” demanded one person. “The plane is ready, but we don’t have a pilot to fly it,” he responded. “When will you have a pilot? Is the flight delayed or cancelled?” asked the passengers. He had no answers.

As he walked away, some angry flyers to another destination, who had been waiting even longer, stood near the gate and began chanting their flight number: “6E 434!” Briefly, a rumour spread that another IndiGo flight was ready for departure.



WHEN TURBULENCE HIT

Some “6E” flyers began yelling that they wouldn’t allow the flight to take off till their flight left. It turned out that it was another carrier’s flight, not IndiGo’s. The angry passengers watched sullenly as the lucky flyers filed through the gate, some offering sympathetic smiles.

By now, it was 1.40pm. If my plane was to take off on time, boarding would have to start now. The information board was still saying the flight would take off at 2.15pm. But there was no boarding an-

‘Where is the plane?’ demanded one person. ‘The plane is ready, but we don’t have a pilot to fly it,’ he responded. ‘When will you have a pilot? Is the flight delayed or cancelled?’ asked the passengers. He had no answers

ouncement. I sighed and headed off for a loo break.

When I returned, passengers were filing through Gate 36. I rushed to join the queue, which was quite long. After a few minutes, raised voices were heard again. It turned out that this was a long-delayed flight to Chennai finally taking off.

By now my phone was running low on juice, so I plugged in the charger and sat down. A newlywed couple was sitting next to me and we got talking. “We’ve been

here since 10.30am,” said the husband. “They checked in our luggage and never said a word about the delay. Now even if we want to cancel, we can’t. We’re helpless and stuck.” (He requested me not to publish his name, saying he’s in the Army and not allowed to speak to the media without authorisation.)

Around 3pm, there was another flurry of movement. “Don’t you dare touch me,” yelled a furious IndiGo lady staffer at an irate passenger. Tempers were running high. Fortunately, cooler heads prevailed. The passenger apologized and the lady calmed down. “So when is 6E 173 taking off?” asked a passenger. “It’s now scheduled for 5pm,” she said. “What about 6E 176?” asked others. “That will now leave at 6.30pm,” she said.

I sighed and settled back with my book. After half an hour, I again glanced at the information board. It now said my flight would depart at 7.30pm. But after some time, the timing changed again to 8.30pm. And the boarding gate shifted to 42. Rumours began circulating. “The flight will leave at midnight.” “The flight will be cancelled.”

I called our aviation correspondent. “Can you ask them for a definite time of departure?” I asked. “I can, but I doubt if even they know for sure,” he replied.

I thought of all the hours wasted. I thought of having to do it all over again, on the return flight. And I finally cancelled in and did what I should have done 24 hours earlier:

I cancelled my flight.

Inside IndiGo's meltdown: New fatigue rules, old hiring gaps

Things slipped badly for IndiGo in Nov — against an on-time performance (OTP) of over 84% in Oct, in Nov it was down to about 68%. If Nov was bad, Dec has been a nightmare for the airline's passengers — its OTP dropped to under 20% on Dec 3. **Saurabh Sinha** explains what's going wrong

Genesis Of The Crisis

For over a decade, pilots of Indian carriers have been pleading for a more humane flight duty time limitations (FDTL) or rostering norms to reduce stress/fatigue and improve flight safety.

In response, the Directorate General of Civil Aviation (DGCA) informed courts in 2023 that it would roll out new FDTL norms the following year, and that the new norms would address the pilots' demand.

It was abundantly clear then that to operate even the same number of flights with more recovery time for pilots would require carriers to hire more pilots.

The new norms were rolled out in Jan 2024. They were initially scheduled to be implemented from June 1, 2024, but this deadline was later deferred.

DGCA finally told courts that the rollout would happen in two phases: July 1, 2025, and Nov 1, 2025.

What The Changes Were

Key changes affecting crew availability:

Weekly rest
Earlier | 36 hours of uninterrupted rest in a 168-hour week.
Now | 48 hours of uninterrupted rest per week.

Night landings (1am-5am)

Earlier | No cap on number of night landings.
Now | Capped at two.

Consecutive night duties

Earlier | No restriction.
Now | Crew can't be rostered for more than two consecutive nights.

Net effect | Each pilot can legally fly less intense schedules, so you need more pilots to run the same network.

Slow On Hiring

IndiGo, with 400+ aircraft and new planes coming in almost every week, was always going to feel the FDTL impact more than any other



Passengers wait to board a delayed IndiGo flight at IGA airport in Delhi on Wednesday

► Among major airlines, this was the biggest jump in domestic flights.

How It Got Through Nov

In Nov, IndiGo essentially went into emergency mode to keep the schedule afloat:
► The airline put all available resources on the line — 'all hands on deck'.
► Some pilots voluntarily cancelled their leave.
► A new, tighter roster was drawn up to squeeze maximum flying out of the available crew.

Even then, the system was overstretched: 1,232 flights were cancelled in Nov. Of these, 755 cancellations were due to crew shortage.

So, Nov's OTP was already under strain — and this kind of 'peak scheduling' is not sustainable beyond a short period.

Dec Nightmare

By Dec, the temporary fixes stopped working.

► IndiGo couldn't keep operating in 'crisis mode' with pilots stretched to the limit.
► The underlying mismatch between number of flights and number of pilots finally showed up in full.

Result | OTP crashed to below 20% on Dec 3, turning into a full-blown operational meltdown for passengers.

What It's Trying To Fix

The airline is now scrambling on multiple fronts to stabilise operations while staying within FDTL rules:
Crew planning & rostering: Reworking rosters to comply strictly with FDTL, while using available pilots more efficiently.

Coordination with air traffic control & airports: Working with air traffic control and airports to manage capacity constraints and reduce cascading delays.

Improving turnaround times: Trying to reduce ground time so aircraft can depart on time even with tight crew availability.

How IndiGo's Record Took A Hit



It Has Highest Market Share*



...And Poor Pilot : Plane Ratio



Indian carrier.

But instead of front-loading pilot hiring, it tried to contain costs and went slow on adding cockpit crew — despite knowing the contours of the new norms since Jan 2024. **This created a structural mismatch:**

► Flight capacity kept rising. ► The airline's pilot strength

lagged behind.

As a result, any disruption was bound to snowball.

Meanwhile...

► Winter schedule kicked in from Oct 26.

► IndiGo's weekly domestic flights increased 6% from 14,158 in the summer to 15,014 now.



Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

5 DECEMBER 2025

Up In The Air

IndiGo had two years to prepare for new pilot rostering rules. Why didn't it do so, is the question

Thursday was the third day of IndiGo flight disruptions that left lakhs of flyers stranded, often without assistance. There were many social media complaints of passengers being kept waiting at airports for over 10 hours, with no clarity on when their flight would take off. While winter normally affects flight schedules, weather is not the chief cause of IndiGo's troubles. Reports say the airline – India's largest, with 61% market share – is struggling with staff issues. Specifically, it has flown into a crew shortage as a result of new rostering rules that were notified last year, and had to be implemented – after several extensions – by Nov 1.

The new rules were meant to reduce pilot fatigue, thereby improving flight safety. They increased the weekly rest for pilots, reduced their daily and fortnightly duty hours, besides the number



of night landings allowed. It was clear that without careful rostering, or hiring more pilots, airlines would face difficulties. IndiGo seems to have overlooked this. Almost two-thirds of its flight cancellations last month were due to crew constraints. But instead of quickly remedying the situation, it has

allowed it to get out of hand. Its on-time performance slipped from 84% in Oct to 68% in Nov, and just 35% on Dec 2.

It's a tough time for IndiGo, but our sympathies are entirely with its stranded passengers. In a large country like India, aviation is not just any industry. It's a lifeline, key to the swift movement of people and goods. People who have business meetings in distant places, job interviews, medical appointments, family emergencies, holiday bookings, etc. India is the third largest aviation market now, and growing fast, but for most Indians, flying is not an easy choice. On average, a ticket in India is worth 17 days' wages – for an American, it's only worth 1.1 days' work. Even in China, according to IATA, the average plane ticket is worth 3.7 days' average wages.

The high cost is largely due to India's steep tax on aviation fuel. Regardless, airlines have a duty to not leave their customers in the lurch. Now that the state has exited aviation, leaving the field almost entirely – 91% market share – to two players, it is up to them to ensure the country's air traffic keeps moving punctually. Winter has just started and other problems lie ahead. IndiGo must fix its rostering at the earliest to avoid another crisis.

IndiNoGo: 300 flights nixed as airline chaos worsens

Will stabilise ops by Feb 10: IndiGo

Disruptions May Continue For Next Few Days

Saurabh.Sinha
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New Delhi: There were unprecedented disruptions at India's biggest airline, IndiGo, and misery at airports across India, with about 300 flights cancelled on Thursday and

FULL COVERAGE: P 2, 13
▶ EDIT: Up In The Air

thousands stranded across airports with no information on when, or if, their 6E flights would depart. IndiGo's problems had consequences for passengers of other airlines too at places like Pune.

IndiGo, the DGCA said, ad-

Photo: Piyal Bhattacharjee



ON TIME PERFORMANCE (in %)

Airline	Nov 28	Dec 2	Dec 3
AI Express	76.1	79.5	69.9
Air India	63.3	67.2	66.8
Akasa	61.6	73.2	67.5
IndiGo	58.1	35.0	19.7
SpiceJet	57.1	82.5	68.7

Harried IndiGo passengers outside IGI Airport's T2 wait for updates on their flight Thursday

mitted grossly underestimating pilot requirements for its current schedule under new crew duty rules. These "disruptions have arisen from misjudgment and planning gaps in implementing phase 2 of flight duty time limitation,

with the airline accepting that the actual crew requirement for new (rules) exceeded their anticipation," the civil aviation regulator said after meeting the airline management.

▶ **'Stabilise by Feb 10', P 13**

▶ Continued from P1

IndiGo has told DGCA flight cancellations will continue for two-three days and, from Monday (Dec 8), it "will reduce flight operations to minimise disruption". "IndiGo has assured DGCA that corrective actions are under way and that normalised and stable operations will be fully restored by Feb 10, 2025," DGCA said. For that to happen, the airline has sought "operational variations/exemptions from specific FDTL provisions... for Airbus A320 operations up to Feb 10, 2025".

A call on granting these exemptions could be taken as early as Friday as restoring a semblance of normalcy is crucial before the annual fog season envelops north India around mid-Dec and starts disrupting flights all over again.

While IndiGo underestimated crew requirements post-Nov 1, when the second phase of FDTL rules came into effect, it increased domestic flights by 6% from 14,158 this summer to 15,014 in the winter schedule, in force since Oct 26. What is being witnessed now — a yawning gap between

MISCALCULATION BY AIRLINE

The gap from Nov 1 when new FDTL became applicable:

Crew requirement details

Airbus	Requirement	Availability in Dec 2025	
	Oct 25	Nov 25	
Captain	2,186	2,422	2,357
Co-pilot	1,948	2,153	2,194

Source: IndiGo presentation to DGCA

- Slots available only at night
- New FDTL limits night landings
- This has further constrained crew availability and impacted operations

flights and crew required — has proven to be a miserable double whammy for flyers.

This admission of miscalculation and submission for exemption came on a day when IndiGo's woes — due to its sheer size — engulfed passengers of other airlines too. For instance, having its aircraft stuck at Pune airport with no pilots to fly them meant other airlines' flights could not operate there. At some airports, fed up with long waits and unending un-

certainty, angry passengers protested at departure gates and other airlines could not board their flyers. On Wednesday, IndiGo's on-time performance had dropped to 19.7%.

"IndiGo has crossed all limits. They show the flight is on time, checks in people and baggage. They show scheduled flight departure times on boards and, when the time comes, that flight number just vanishes. We're stuck and helpless," fumed a passenger who was to fly to Bengaluru

from Delhi on Tuesday at 8.45pm. "It's a bad situation but IndiGo is making it worse with its unethical behaviour," he added.

Inspecting Delhi airport's Terminal 1, "which witnessed the highest passenger impact", DGCA found "IndiGo's passenger-handling manpower was inadequate to manage disruption-induced crowding". While instructing the airline to "urgently increase manpower and strengthen passenger support services at all affected terminals", the regulator has asked its officials to "conduct real-time inspections at major airports to evaluate IndiGo's management of flight disruptions."

An official at a small airport said, "Our stalls quickly ran out of all food due to the number of stranded passengers." The aviation minister has instructed operators to inform all airport directors that they should provide support to stranded passengers. DGCA has been asked to closely monitor airfares.

At its meeting with DGCA, "IndiGo presented data on cancellations and provided initial reasons, includ-

ing transitional challenges in implementing the revised FDTL, crew-planning issues, and winter-season operational constraints". The revised FDTL norms were implemented in two phases — July 1 and Nov 1 — following court directions to "strengthen fatigue management and ensure enhanced flight safety".

IndiGo informed DGCA it was "facing significant transitional challenges in roster planning and crew availability under Phase-2 FDTL requirements. These issues, combined with winter operational constraints, have contributed to the sharp spike in cancellations and delays."

"Reviewed the operations of IndiGo along with senior aviation ministry and DGCA officials. I have instructed DGCA and officials concerned at the ministry to keep a close watch on the network and directed IndiGo to normalise operations at the earliest. In addition, AAI and other airport operators have also been directed to provide all support to stranded passengers," civil aviation minister Ram Mohan Naidu said in a post on social media.

Mumbai flight is 15 hrs late, tempers fly

TIMES NEWS NETWORK

Ahmedabad: Passengers scheduled to fly to Mumbai from the Sardar Vallabhbhai Patel International (SVPI) airport in Ahmedabad on Wednesday at 1.30am by IndiGo flight 6E 132 experienced a harrowing ordeal as they ended up waiting at the city airport for at least 15 hours. A video of heated arguments between IndiGo ground personnel at the city airport and passengers went viral on social media.

A total of 76 flight operations were disrupted from the SVPI from Dec 3 midnight to 7am on Dec 4.

The Mumbai flight delay was among the 53 flights that were delayed from the city airport, according to well-placed sources. These included 26 arrivals and 27 departures, all involving IndiGo flights. Additionally, 23 flights, including 12 arrivals and 11 departures, were also cancelled from the SVPI airport.

In a statement, the airline acknowledged the severe network-wide disruption over the past two days and issued an apology. IndiGo attributed the meltdown to “a multitude of unforeseen operational challenges”, including minor tech glitches, winter schedule



Passengers argue with the airline staff at SVPI airport

changes, adverse weather, increased airspace congestion, and the implementation of updated flight duty time limitation (FDTL) rules, all of which “had a negative compounding impact”.

According to airport sources, the disrupted services were on the Delhi, Mumbai, Hyderabad, Bengaluru, and Goa routes, while delayed flights also connected Kolkata, Varanasi, and Chandigarh.

The chaos in Ahmedabad is akin to the larger nationwide crisis for IndiGo, with major hubs including Mumbai, Delhi, and Bengaluru reporting long delays, cancellations, and overcrowded terminals. Passengers across the country have taken to social media, calling the situation “absolute chaos” and alleging poor communication from airline staff.

IndiGo cancels 58 flights, flyers stranded at RGIA

Sunny.Baski@timesofindia.com

Hyderabad: Chaos prevailed at the Rajiv Gandhi International Airport (RGIA) from Tuesday night through Wednesday as dozens of IndiGo flights were cancelled and delayed by several hours, leaving passengers stranded across the terminal.

In less than 24 hours, at least 40 flights, including 21 arrivals and 19 departures, were cancelled in Hyderabad due to congestion in IndiGo's aviation system, the rollout of updated crew rostering rules and also due to crew shortage. The ripple effect hit thousands of flyers headed to major cities such as Delhi, Mumbai, Bengaluru, Chennai, Kolkata, Pune, Bhubaneswar, Goa, and Madurai.

Furthermore, the airline cancelled another 18 domestic flights scheduled for Thursday, taking the total number of cancellations to 58 as of 8 pm on Wednesday, the highest single-day cancellations the airport has seen in recent years. Passengers complained of poor communication, long queues at help desks and lack



Photo for representation

HIGHEST SINGLE-DAY CANCELLATIONS AT AIRPORT

of clarity regarding rebooking and refunds. Several travellers said they waited more than six hours without any update from airline staff.

"My daughter is travelling on an IndiGo flight from Hyderabad to Pune. The departure was scheduled for 2 pm, but it has been delayed by five hours. No staff member is responding at the gate, and no refreshments have been provided despite such a long delay," posted Asif Ekram, director, culture, museums & archaeology, Jharkhand, on X.

In a statement, IndiGo said that a multitude of unforeseen operational challenges, including minor technology

glitches, schedule changes linked to the winter season, adverse weather conditions, increased congestion in the aviation system, and the implementation of updated crew rostering rules (flight duty time limitations), had a negative compounding impact on its operations in a way that was not feasible to be anticipated.

"To contain the disruption and restore stability, we have initiated calibrated adjustments to our schedules. These measures will remain in place for the next 48 hours and will allow us to normalise our operations and recover our punctuality across the network," IndiGo added.



Corporate Communications Directorate

THE TIMES OF INDIA

MUMBAI

4 DECEMBER 2025

IndiGo: Tech glitches, rostering rules, congestion hit operations

TIMES NEWS NETWORK

Mumbai/Delhi: IndiGo had been cancelling around 100 flights across the country over the past 4-5 days, with delays stretching up to 10 hours. IndiGo's on-time performance on Tuesday was the lowest among all Indian carriers at 35%, according to govt data. With the airline flying a million passengers every three days, the impact has been massive.

IndiGo cancelled 29 arrivals and 26 departures at Mumbai airport on Wednesday, said aviation sources. Of the 58 scheduled departures till 5pm, 51 were delayed, indicating a system-wide impact on punctuality. The airline said the affected passengers were offered alternative travel arrangements or refunds.

By evening, the cascading effect led to arrivals landing an average of 40 minutes late, while departures had an average delay of an hour, according to Flightradar24, a live flight tracking app.

Passengers on some of its worst-hit flights found themselves stranded for over 10 hours at airports across the country. Faisal Farooqui, CEO of mouthshut.com, and his family of four were among those stranded at Mumbai after their 5.40pm departure for Varanasi was delayed. "We're waiting at the boarding gate 45B1 on the ground level. It's packed with stranded passengers, some senior citizens fainted, but there was not a single IndiGo staff around till 8pm," he said.

In a statement issued on

Wednesday evening, IndiGo said its operations were "significantly disrupted for the past two days". "A multitude of unforeseen operational challenges, including minor technology glitches, schedule changes linked to the winter season, adverse weather conditions, increased congestion in the aviation system, and the implementation of updated crew rostering rules (Flight Duty Time Limitations), had a negative compounding impact on our operations in a way that was not feasible to be anticipated," it said.

Sources said the airline has been battling with pilot rostering troubles since Nov 1 when the second phase of the revised duty and rest norms for pilot rostering came into effect after several missed de-

adlines. Earlier, DGCA had set a July 1, 2024, deadline for the revised FDTL implementation. After airlines sought time, they were given over a year to recruit more pilots and get the systems in place.

"To contain the disruption and restore stability, we have initiated calibrated adjustments to our schedules. These measures will remain in place for the next 48 hours and will allow us to normalise our operations and progressively recover our punctuality across the network," said the airline, adding its teams were working round-the-clock to ease customer discomfort and ensure operations stabilise as quickly as possible.

IndiGo operates more than 2,300 flights a day using a fleet of over 400 aircraft.

IndiGo ops crumble, over 400 flights scrapped; flyers fume

Mounting crew shortage, apron congestion hit working for 3rd day

SHEKHAR SINGH
TRIBUNE NEWS SERVICE

NEW DELHI, DECEMBER 4
IndiGo's network spiralled into a full-scale crisis on Thursday, with India's largest airline scrapping more than 400 flights and delaying hundreds more as mounting crew shortages and apron congestion paralysed operations for the third straight day. The collapse rippled across Delhi, Mumbai, Bengaluru, Hyderabad, Pune, Lucknow and several other airports, stranding thousands and igniting public anger.

The airline, once synonymous with punctuality, saw its "on time performance" sink to an extraordinary 19.7 per cent on Wednesday. By Thursday afternoon, cancellations had surged past 300, with scores of aircraft grounded for lack of available crew and for want of parking bays.



A passenger checks flight information at the Bengaluru airport. PTI

ADAMPUR-MUMBAI FLYERS HARASSED

Passengers who were to board an IndiGo Adampur-Mumbai flight at 4 pm on Wednesday faced inconvenience as the airlines informed them that it had been cancelled. Those who insisted on an alternative were asked to reach Amritsar for the 10 pm flight, but from there too they had to return to Jalandhar after a 19-hour delay.

hour and 11 IndiGo aircraft stuck on the ground waiting for pilots. The prolonged occupation of bays set off a domino effect, delaying even non-IndiGo flights as incoming aircraft waited for space to park. Airport teams across terminal management, the CISE, the ATC and ground handling were placed on emergency footing to ease

apron congestion. In Lucknow, the frustration spilled over as stranded passengers raised slogans at Chaudhary Charan Singh Airport. IndiGo's deputy airport manager Krishna Kant Bharti said six flights to Delhi, Hyderabad, Kolkata and Mumbai had already been cancelled, with more on the brink. He attributed the

WHAT NEW RULES SAY

48-hour weekly rest mandatory: Pilots must get two uninterrupted days off every week to prevent fatigue

Max 2 night landings allowed: Crew can perform only two landings between 12 am and 6 am

Cap on consecutive night duties: Airlines cannot roster pilots for over two back-to-back night shifts

NORMAL OPs BY FEB 10

IndiGo has assured the DGCA that corrective actions are underway and stable operations will be fully restored by February 10, 2026

DGCA officials say more cancellations will continue for the next 2-3 days as part of schedule stabilisation efforts and from Dec 8, the airline will reduce its flight operations to minimise disruptions

crunch partly to the new flight duty time limitations (FDTL) rules, which cap pilot flying hours and mandate longer rest intervals. IndiGo operates 35 flights daily from the city.

The national capital saw 150 cancellations, split evenly between arrivals and departures. Bengaluru's Kempegowda International

CONTINUED ON PAGE 8

IndiGo ops crumble, over 400 flights scrapped...

FROM PAGE 1

Airport reported 136 cancellations across Wednesday and Thursday, including 41 arrivals and 32 departures in a single morning. Mumbai logged 86 cancellations over the day while Kolkata reported 19 cancellations and more than 150 delays in 24 hours.

In Goa, 11 IndiGo flights were cancelled on Thursday while 25 flights of the airline were delayed.

Amid the escalating crisis, the Centre has asked IndiGo to stabilise its network without delay and to prepare a phased recruitment roadmap for pilots, according to officials familiar with the discussions.

Senior airline executives

met the top brass of the Directorate General of Civil Aviation (DGCA) and the Civil Aviation Ministry on Thursday to brief them on the collapse and outline mitigation measures underway.

Facing public criticism, IndiGo CEO Pieter Elbers admitted in an internal message that the airline had fallen short on even basic service standards this week. Serving 3.8 lakh passengers a day, he said, meant that any operational shock "grows large immediately", adding that the immediate aim was to pull punctuality back on track, a goal he warned "will not be easy".

He pointed to a mix of schedule changes, minor tech

hiccups, weather disruptions, airspace congestion and the newly enforced FDTL norms as jointly triggering the collapse. IndiGo operates about 2,300 flights daily.

The Airline Pilots' Association of India sharply rejected the idea that the duty time rules were to blame, calling the crisis "self-inflicted" and rooted in poor airline planning. The union said carriers had nearly a year to prepare for the phased rollout of the norms introduced in January 2024 but attempted to overhaul rosters only at the last minute. The revised rules, aimed at combating chronic pilot fatigue, did not require large-scale hiring, the association argued, only

disciplined scheduling and responsible forecasting.

With aircraft stranded, aprons choked and crew rosters stretched thin, IndiGo continues to prune schedules as it attempts to restore its battered operations. The airline has offered no timeline for when normalcy will return.

Meanwhile, the DGCA said in a statement on Thursday, "IndiGo's operational disruptions/cancellations of flights across the network were reviewed by the Civil Aviation Minister along with senior officials from the ministry and the airline, and the situation is being closely monitored by the ministry."

"To reduce passenger inconvenience while main-

taining safety margins, IndiGo has requested operational variations/exemptions from specific FDTL provisions para 3.11 (definition of night duty) and 6.1.4 (for operations encroaching night duty) for A320 operations up to February 10, 2026. IndiGo has assured the DGCA that corrective actions are underway and that normalised and stable operations will be fully restored by February 10, 2026," the statement said.

DGCA officials said more cancellations would continue for the next two-three days as part of schedule stabilisation efforts and from December 8 onwards, the airline would reduce its flight operations to minimise disruption.

Pilots flag gaps as DGCA tightens fatigue rules

Say airlines masking duty hours, tweaking rosters to appear compliant

SHEKHAR SINGH
TRIBUNE NEWS SERVICE

NEW DELHI, DECEMBER 4

Aviation watchdog DGCA is facing its toughest scrutiny yet from the country's pilot unions, after a consultative meeting on November 24 revealed widespread concerns over how airlines are handling the rollout of the revised flight duty time limitations (FD/TL) rules.

What was meant to be a routine review quickly turned into a blunt indictment of operator practices, with the unions alleging that the airlines were masking duty hours, tweaking rosters to appear compliant and



repeatedly seeking relaxations that undermined the very purpose of the fatigue-management norms.

The DGCA met representatives of ALPA India, the Fed-

eration of Indian Pilots, the Indian Pilots Guild and the Indian Commercial Pilots Association following months of complaints that the phased implementation

of the FD/TL civil aviation requirements (CAR) was being diluted on the ground.

As per the minutes of the meeting, accessed by *The Tribune*, the regulator opened the discussion by acknowledging the rising number of representations from pilot bodies and said it wanted to "listen" to concerns relating to compliance gaps, variations sought by operators and the broader safety impact.

The pilot groups, however, made it clear that the sector had moved far beyond mere "concerns". They said the revised fatigue rules were

CONTINUED ON PAGE 8



Pilots flag gaps as DGCA...

FROM PAGE 1

finalised nearly two years ago after extensive consultation and 22 clauses were even submitted to the court through an affidavit. Despite this long runway, they said the operators remained unprepared and continued to push for exceptions, creating a situation where the framework was strong on paper but weak in practice.

The unions accused some airlines of deliberately manipulating classifications for leave, deadheading, positioning and night-duty encroachment to make the rosters look compliant.

They said printed rosters were being altered frequently at a short notice, while the crew were at times assigned duties that masked real working hours or bypassed the intent of the regulation.

Such practices, they warned, stripped the CAR of its purpose and exposed the pilots and passengers to heightened fatigue-related risks. They demanded strict checks on operational practices, deeper audits and stronger enforcement to ensure no airline could "work around" the safety norms.

The representatives also condemned what they called a steady stream of operator requests for variations and exemptions, arguing that fatigue rules designed for safety could not be adjusted

for convenience. They insisted that the CAR must be implemented exactly as notified and that exemptions should be considered only in extreme circumstances backed by clear mitigation.

Another major issue raised was the mismatch between CAR provisions and internal operator manuals. The pilot bodies said some airlines were still relying on internal roster policies that conflicted with or diluted the official rules, causing operational confusion and deviations. They urged the DGCA to immediately ensure that all manuals were harmonised with the CAR and that no internal guideline was allowed to contradict a safety regulation.

DGCA officials responded by acknowledging the allegations and promising a detailed examination of duty classifications, leave treatment, minimum crew requirements and deadheading procedures. The regulator maintained that variations were not issued casually and said they required operator justification and safety-based mitigation measures.

The DGCA agreed to review how exemptions are granted and to initiate targeted audits of roster planning and internal fatigue policies to ensure that the operators adhere to the CAR in letter and spirit.