

Corporate Communications Directorate

THE PIONEER

DELHI

6 DECEMBER 2025

CBI books ex-AAI chairman for corruption in contract for food and beverage operator at airports

PIONEER NEWS SERVICE
■ New Delhi

The CBI has registered a corruption case against former Airports Authority of India (AAI) chairman V P Agarwal for allegedly favouring a consortium of airport-lounge operators and a company that runs popular fast-food chains across the country in the contract for operating food and beverage services at the Chennai and Kolkata airports in 2012-13.

After three years of a preliminary enquiry into allegations of "cheating and gross misconduct", the Central Bureau of Investigation (CBI) has also booked then Member (Finance) S Suresh, then Executive Director R Bhandari, lounge operators Travel Food Services Chennai Private Limited and Travel Food Services Kolkata Private Limited, and Devyani International Limited, which runs several fast-food chains in India. The questions sent to the companies remained unanswered. The case concerns tenders for the master concessionaire contract for food and beverage services at the Chennai and Kolkata airports in 2012-13, officials said on Friday. It is alleged that senior AAI officials engaged in gross misconduct, manipulated the tender process and made unauthorised changes to the terms and conditions of the master concessionaire contract in 2012-13 to favour the private parties.

The AAI had appointed IL&FS Infrastructure Development Corporation Limited (IIDC) as its consultant in August 2011 to help enhance non-aeronautical revenue, including earnings from food and beverage outlets, retail shops, adver-



tising and car parking, at the Chennai and Kolkata airports. Under the proposed master concessionaire model, a single agency would be awarded the contract to develop, operate and maintain all food and beverage outlets at each airport for 10 years to boost non-aeronautical revenue.

The CBI launched the enquiry in 2022 and submitted an extensive report material, suggesting cheating and a criminal conspiracy by public servants to extend undue benefits to private entities, prompting the agency to convert the enquiry into a formal case by filing an FIR.

The tender was a two-stage process. The first one was the Request for Qualification (RFQ) stage, with the shortlisted bidders moving to the finance stage in Request for Proposal (RFP).

According to the CBI, key terms in the RFQ were altered and conditions tweaked to favour certain companies at the RFP stage, and the minimum annual guarantee (MAG) was lowered and collusive bidding done

by the two shortlisted bidders, who allegedly had conflicting interests.

The then Executive Director of the AAI, A K Mishra, had raised concerns about the collusive bidding and recommended recalling the tender with revised eligibility norms. "However, the said apprehension was ignored deliberately by the accused public servants," the FIR says.

The FIR mentions the role of Amit Arora, who is under investigation in the Delhi excise policy case. However, he has not been named as an accused in this case. "Amit Arora was also one of the prospective bidders at RFQ stage. On May 29, 2013, Amit Arora joined as Director of Devyani Airport Services (Mumbai) Pvt. Ltd, a subsidiary of Devyani International Ltd. "The entity, Devyani Airport Services (Mumbai) Pvt. Ltd, was incorporated on April 18, 2013. Amit Arora got associated with one of the bidders, Devyani International Ltd, after RFQ stage but prior to RFP stage," the FIR has

alleged. The second shortlisted bidder was a consortium of Travel Food Services Private Limited and its subsidiary, Authentic Restaurants Private Limited. "Amit Arora acquired 99.99 per cent shares of Authentic Restaurants Pvt. Ltd and had also joined it as Additional Director," the FIR has alleged. The CBI said the bids of the two shortlisted contenders were "nearly same and just higher than the mandatory minimum annual guarantee", with the consortium emerging as the H-1 bidder. The enquiry found that Arora had direct and indirect interests in both bidders, which should have led to their disqualification.

"But, the Master Concessionaire Contracts were awarded to newly formed companies... And the shareholders in both the companies who participated in the bidding process were same," the agency said. According to the FIR, the bidders failed to inform the AAI about the changes in the ownership and shareholding, violating the undertakings submitted at the RFQ stage and creating a conflict of interest.

The enquiry showed that the Commercial Advisory Board (CAB) of the AAI was given three separate options for fixing the MAG for the Kolkata and Chennai airports, but it chose the lowest of the three options for both airports. "Enquiry revealed that MAG was to be decided in a rational manner to achieve optimum revenue for AAI.

However, the accused public servant, in criminal conspiracy with private persons, deliberately and in order to facilitate undue benefits, ignored the opinion of consultant and opted for much lower amount," the CBI has said.



Corporate Communications Directorate

AMAR UJALA

DELHI

6 DECEMBER 2025

हवाईअड्डों के ठेकों में भ्रष्टाचार पर पूर्व एएआई अध्यक्ष पर केस

नई दिल्ली। सीबीआई ने भारतीय विमानपत्तन प्राधिकरण (एएआई) के पूर्व अध्यक्ष वीपी अग्रवाल के खिलाफ भ्रष्टाचार का मामला दर्ज किया है। उन पर 2012-13 में हवाई अड्डा लाउंज संचालकों के एक संघ और देश भर में लोकप्रिय फास्ट-फूड ब्रेन चलाने वाली एक कंपनी को लाभ पहुंचाने का आरोप है। धोखाधड़ी और कथित भ्रष्टाचार के आरोपों की तीन साल की प्रारंभिक जांच के बाद, सीबीआई ने तत्कालीन सदस्य (वित्त) एस सुरेश, तत्कालीन कार्यकारी निदेशक आर भंडारी, लाउंज संचालक ट्रेवल फूड सर्विसेज चेंन्नई प्रा. लि. और ट्रेवल फूड सर्विसेज कोलकाता प्रा. लि. के खिलाफ भी मामला दर्ज किया।



Corporate Communications Directorate

BUSINESS LINE

DELHI

6 DECEMBER 2025

'No go': Airports in disarray, passengers in despair

Poor info, soaring fares and rush for alternative travel options make it a nightmare for travellers

Our Bureaus

Hyderabad/Mumbai/
Chennai/Bengaluru

Author Milan Vohra, scheduled to speak on her new book *Heartbreak Unfiltered* at the Bengaluru Lit Fest on December 6, was distraught after being stranded in Hyderabad, where she had come for a wedding, due to IndiGo's flight cancellation.

She tried to book another airline, but the only tickets available were for ₹55,000. Finally, she decided to take a bus, but those with starting points from within the city were sold out; so she had to take a cab to Miyapur on the outskirts to catch a bus to Bengaluru, a journey of over 12 hours.

Such stories were rife as people scrambled to attend important events even as IndiGo flight cancellations continued for the third day.

The viral tale of a techie

couple, who attended their wedding reception in Hubballi virtually from Bhubaneswar as their flight to Bengaluru was cancelled, summed up the situation on Friday.

AIRPORT GRIDLOCK

Hyderabad was among the most severely impacted, with IndiGo cancelling 84 departures and 71 arrivals. The airport witnessed chaotic scenes at the IndiGo check-in counters as many passengers were not informed about the cancellation. On some flights, baggage was checked in before guests were told about the cancellation and then followed the frenzied rush to get back the bags.

NO INFORMATION

Terminal 1 at Chennai airport resembled a crowded railway station with stranded passengers sitting on



JOURNEY CUT SHORT. Passengers waiting in large numbers at the IndiGo counter at Chennai airport

baggage, or on the floor and many forming angry clusters around IndiGo counters. A lone IndiGo staffer at one counter was surrounded by passengers demanding updates, but she had little to offer. Display boards, passengers said, were not updated either.

In Mumbai also, passengers complained about poor information flow, as they were able to web check-in for Friday morning flights

as late as 2 am. Sawant, a salesman headed to Delhi, said he was initially told that his morning flight had been re-scheduled for the afternoon. "After a few hours, they said it was cancelled," he said. When he enquired about re-scheduling, he was advised to check back in "a couple of days".

Many passengers ried about the financial losses incurred and the struggle to get reimbursement, even as

they had to shell out astronomical amounts for alternative flights or modes of travel. A passenger in Lucknow said he shelled out ₹44,000 for an alternative flight. Others, who could not afford such sums, were seen trying to find trains or buses. According to Priya (name changed), who travelled from Chennai to Mumbai on December 4 for a friend's wedding, the cancellation triggered a series of financial and logistical issues.

Of the ₹24,000 she had paid for her booking, ₹8,000 was not refunded. "I had to cancel all my reservations, and it was an uphill task getting reimbursements," she said.

In Kerala, Ayyappa devotees returning from Sabarimala were stranded at Kochi airport, uncertain about when they will be able to resume their journey.

TURMOIL DEEPENS

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

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



KEY POINTS

- The airline's on-time performance plunged to 19.7 per cent, down from 35 per cent on December 2
- The DGCA met IndiGo officials and is investigating the causes behind the widespread disruptions

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. The watchdog had already initiated an investigation **Continued on P6**

IndiGo cancels

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."



Corporate Communications Directorate

THE MORNING STANDARD

DELHI

6 DECEMBER 2025

IndiGo cancels all its 235 domestic flights from Delhi, chaos at IGI airport

S LALITHA @ New Delhi

SCENES of chaos unfolded across all three terminals of the Indira Gandhi International Airport (IGIA) on Friday as IndiGo cancelled all its domestic flights for a 24-hour period. IndiGo, India's largest domestic airline, operates around 235 flights daily from Delhi alone.

Of these, nearly 150 flights operate from Terminal 1, about 50 from Terminal 2, and the remaining from Terminal 3.

The cancellation came into effect from 12 midnight on Thursday and will remain in force until 11.59 pm on Friday. Chennai airport has also announced the suspension of IndiGo's domestic operations till 6 pm on Friday. Hundreds of passengers were seen agitating near the airline's counters, expressing anger and frustration over the sudden disruption. Many raised slogans against the airline, demanding immediate solutions for their travel plans. "The Central Industrial

Security Force (CISF), which manages airport security, has deployed its entire reserve platoon to control the situation. Leaves of all CISF personnel have also been cancelled," a source said.

The airline has been directed to open more counters and deploy additional staff to address passenger grievances. A large number of stranded passengers crowded the counters of Air India, Air India Express and SpiceJet in an attempt to secure alternate flights.

However, many travellers wanting to return home were left stuck at the airport due to a huge backlog of cancellations.

"Baggage of hundreds of passengers is still stuck and many are trying to collect it before leaving," an airport official said, adding that retrieval was taking place slowly across the belts. Other major airports were also affected, with more than 100 flights cancelled in Bengaluru and over 90 flights cancelled in Hyderabad.

IndiGo cancels all domestic flights, Delhi airport in chaos

PIONEER NEWS SERVICE
■ New Delhi

Chaos swept through Indira Gandhi International Airport on Friday as IndiGo cancelled all its domestic departures from Delhi till midnight, worsening a nationwide aviation crisis. The cancellations of over 1,000 flights across India stem from what officials describe as a severe and unanticipated pilot shortage.

By afternoon, the airport terminals were overflowing. Families slept on the floor, passengers huddled around charging points, and loud arguments erupted near nearly vacant IndiGo counters. Piles of unclaimed baggage filled long stretches of the terminal, with confused travellers wandering between rows of suitcases looking for their belongings.

Civil Aviation Minister Ram Mohan Naidu said the government expects IndiGo's full domestic schedule to be restored within three days. The Directorate-General of Civil Aviation continues to monitor the disruptions, which have caused IndiGo's punctuality to collapse. IndiGo posted an apology on X, assuring passengers that full refunds will be provided for all cancelled flights. But the frustration at the airport



Passengers stranded amid flight disruptions, at Indira Gandhi International Airport, in New Delhi

PTI

was palpable.

One passenger, waiting since early morning, said the experience had been emotionally exhausting. "Every hour, they keep changing the information. First, it's a short delay, then a longer one. We were supposed to reach a family function, and now we're just stuck here with no clarity," he said, standing near a growing crowd of stranded travellers.

Another flier, who had been waiting more than half a day, said the lack of communication made the situation worse. "I've been here for hours with no proper updates. No staff member is explaining anything. It's

extremely stressful."

A third traveller described the airport scene as "complete disorder", saying he had been at the terminal for nearly 14 hours. "People are confused; some are crying, others are arguing. There are no food coupons, no guidance. My connecting flight was cancelled without any clear reason."

Even passengers who managed to board their flights encountered fresh delays. One traveller shared that after finally getting on the aircraft, it remained stationary for nearly an hour because a crew member had not arrived.

Meanwhile, thousands of

pieces of luggage remained scattered across the terminal floors, creating further anxiety among those unable to access their belongings. Many passengers wandered between rows of bags trying to identify theirs.

As the day progressed, Delhi Airport remained congested, with display boards showing wave after wave of cancellations. With fares on other airlines surging and few alternate travel options available, many stranded passengers had no choice but to wait hungry, tired, and frustrated as one of India's largest airlines struggled to regain control of its operations.



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THE PIONEER

DELHI

6 DECEMBER 2025

Airborne crisis unfolds at Indian airports

IndiGo's cancellations expose structural weaknesses in the country's busiest airline, raising concerns about preparedness and sectoral resilience

This was the week of meltdown at Indian airports. Chaos ruled as passengers flying IndiGo did not know when their flight would take off, with no one to tell them the truth that the flight they had been waiting for was cancelled. Even those that took off were off the mark by hours. India's airports have descended into unprecedented chaos as IndiGo – the country's largest airline – struggles to keep its operations in the air. More than 1,000 cancellations across major hubs like Delhi, Bengaluru and Hyderabad have left passengers stranded, frustrated and confused. This chaos is caused suddenly but is the culmination of accumulated structural weaknesses, regulatory tightening and a failure of planning on the part of airlines in question.

IndiGo hit an air pocket when the implementation of new Flight Duty Time Limitations (FDL) rules – reforms designed to address pilot fatigue, long flagged as a serious safety concern in a rapidly expanding aviation market – kicked off. The DGCA issued revised norms which mandate increased weekly rest, stricter limits on night operations and capped duty hours for pilots engaged in late-night flying. These rules, long demanded by pilot bodies and aligned with global safety standards, were upheld by a recent court order.

But that sent IndiGo operations haywire, which has the lion's share of the Indian aviation sector.

In more than two decades of its operations, IndiGo has not only survived but also flourished, servicing almost all major sectors. IndiGo survived while others came and left, but that came at the cost of air safety – long and often back-to-back duty hours for pilots, shorter turnaround times at airports by squeezing more flights into a given time, lower taxi times and reaching destinations ahead of schedule to cut costs. In fact, IndiGo went further – selling premium seats, doing away with cooked meals, no in-flight entertainment, leaner ground staff and using a single-type fleet – to slash costing and maximising profits.

While some cost-cutting measures are acceptable, others do compromise air safety – especially maximum utilisation of aircraft and reduced rest time for pilots. It has shied away from hiring more pilots earlier, leading to around 25 daily cancellations even before this week. The DGCA has done the right thing, as air safety is paramount. The big question, then, is: why did IndiGo not see it coming, as the new norms did not arrive overnight; they had been discussed for months. IndiGo underestimated the quantum of crew required under the revised framework, leading to what the airline itself now acknowledges as "misjudgment and planning gaps."

This is not merely a rostering issue but a failure to build scheduling buffers and enable higher-rest regimes. IndiGo's lapse has triggered turbulence across Indian skies, causing widespread airport chaos. The way forward demands a realistic schedule reset, clearer communication and close coordination with the regulators, prioritised routes and fewer night operations – without compromising safety of the passengers.

Corporate Communications Directorate

SWATANTRA BHARAT

LUCKNOW

5 DECEMBER 2025

लखनऊ एयरपोर्ट पर 14 उड़ानें निरस्त, यात्रियों ने किया हंगामा, नारेबाजी

स्वतंत्र भारत ब्यूरो लखनऊ ।
चौधरी चरण सिंह अमौसी अंतराष्ट्रीय

■ अहमदाबाद, बंगलुरु, कोलकाता, पुणे, हैदराबाद, मुंबई, दिल्ली और दुबई उड़ान शामिल

■ कई घंटे तक परेशान रहे यात्री, विमानों का संचालन बेपटरी



दुबई उड़ान शामिल है। पुणे से लखनऊ आने वाली एक उड़ान का यात्री करीब 14 घंटे तक एयरपोर्ट पर फंसा रहा। पिछले कई दिनों से विमानों का संचालन पटरी से उतरा हुआ है। जिससे यात्री परेशान हो रहे हैं। बृहस्पतिवार को फिर संचालन में कोई सुधार नहीं हुआ और चौधरी चरण सिंह अंतराष्ट्रीय हवाई अड्डे पर उड़ानों के निरस्त होने से हंगामे का माहौल रहा। सुबह करीब नौ बजे

टर्मिनल थ्री में उड़ानों के निरस्त होने से नाराज यात्रियों ने नारेबाजी की। यह देख सीआईएसएफ और एयरपोर्ट पुलिस समझाने का प्रयास किया लेकिन कोई शांत नहीं हुआ क्योंकि काफी यात्री ऐसे थे जिनको वैवाहिक आयोजन या ऑफिस या बिजनेस मीटिंग के लिए जाना था। ऐसे में उड़ान निरस्त होने पर उनके पास कोई विकल्प भी नहीं हुई। यात्रियों ने यह आरोप भी लगाया कि टिकट

यह उड़ान हुई निरस्त---

लखनऊ से कोलकाता जाने वाली उड़ान संख्या 6 ई 6139
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 लखनऊ से पुणे जाने वाली उड़ान संख्या 6ई 338
 लखनऊ से हैदराबाद जाने वाली उड़ान संख्या 6 ई 608
 लखनऊ से मुंबई जाने वाली उड़ान संख्या 6 ई 2442
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 लखनऊ से अहमदाबाद जाने वाली उड़ान संख्या 6ई 277
 लखनऊ से दिल्ली जाने वाली उड़ान संख्या 6ई 6614
 लखनऊ से कोलकाता जाने वाली उड़ान संख्या 6ई 856

लखनऊ से बंगलुरु जाने वाली उड़ान संख्या 6ई 325
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 लखनऊ से दिल्ली जाने वाली उड़ान संख्या 6ई 758
यात्रियों की शिकायत
 पुणे एयरपोर्ट पर इंडिगो की उड़ानों में देरी और रद्दीकरण से स्थिति बिगड़ती दिखी। एक यात्री सतीश काले ने कहा, हमारी फ्लाइट सुबह 7 बजे की थी। न तो देरी का कोई मैसेज आया, न कैसिलेशन का। एयरपोर्ट पूरा भरा पड़ा है। लोगों को पहले से सूचना मिलनी चाहिए थी।

का पुरा पैसा लिया गया लेकिन उड़ान रद्द होने के बाद न तो होटल दिया गया और न ही खाने का इंतजाम किया गया।
यात्रियों ने नाराजगी जताई
 यात्री आनंद वसंत ने सोशल मीडिया

पर लिखा कि लखनऊ से कोलकाता की उड़ान रद्द कर दी गई और अगले दिन भी कोई समायोजन नहीं दिया गया। सुनील डी शालिग्राम ने लिखा कि उनका बेटा पुणे लखनऊ की उड़ान रद्द होने से चौदह घंटे तक

एयरपोर्ट पर फंसा रहा और कोई मदद नहीं मिली। राकेश कपूर ने शिकायत की कि दिल्ली एयरपोर्ट पर उन्हें अपने परिवार के साथ एक घंटे से अधिक समय तक काउंटर पर इंतजार करना पड़ा।



Corporate Communications Directorate

THE STATESMAN

KOLKATA

5 DECEMBER 2025

Chaos at KNI airport as IndiGo flights get cancelled, delayed

STATESMAN NEWS SERVICE

Asansol, 4 December

The Durgapur-Chennai flight of IndiGo Airlines was cancelled today, while other services faced delays due to operational issues.

At Netaji Subhas Chandra Bose International Airport and across the country, services of India's leading low-cost carrier have been disrupted.

Kailash Mondal, director of Kazi Nazrul Islam Airport in Andal, confirmed that the Chennai flight had been cancelled and all other flights were delayed. "Yesterday, the Mumbai flight was cancelled and today it is the Chennai service," he said.

Flights from Andal's Kazi Nazrul Islam Airport operate to New Delhi, Mumbai, Chennai, Bengaluru, Hyderabad,



Bhubaneswar, Bagdogra, Guwahati and Varanasi.

The cancellation of the Chennai flight has caused severe difficulties for passengers from the hinterland, with hundreds travelling to the city for medical treatment. "My appointment at a hospital in Chennai was booked long ago, and now the flight has been cancelled. I am really worried," said Ashim Nandy, a patient from Durgapur.

With more than 300 IndiGo flights cancelled nationwide,

chaos continues at domestic airports across India. IndiGo is the sole operator at Kazi Nazrul Islam Airport in Andal and also runs its cargo terminal.

An acute shortage of crew due to regulated working hours, technical glitches and inclement weather are among the reasons cited for the widespread cancellations and disruptions.

IndiGo controls over 60 per cent of India's domestic passenger market and operates more than 2,200 flights daily across the country.

Chaos at Calcutta airport

SANJAY MANDAL AND SAMARPITA BANERJEE

Calcutta: Cancellations, delays, missing luggage, arguments and passengers desperately seeking to know whether their flights would take off: Calcutta airport was a picture of chaos on Thursday.

Similar bedlam afflicted many other airports, with IndiGo's flight schedule going haywire.

Eleven arriving and 11 departing IndiGo flights were cancelled in the twenty hours between midnight and 8pm on Thursday, while 64 flights arriving in the city and 82 taking off were delayed, Calcutta airport officials said.

CONTINUED ON PAGE 5 ►

Chaos at airport

► FROM PAGE 1

None of IndiGo's eight scheduled international flights from Calcutta on Thursday were cancelled, but all of them were delayed, they added.

Airfares in most sectors have shot up because of the chaos. Adding to the problem was a lack of clear communication from IndiGo to the passengers.

"At least a dozen passengers (who had arrived in Calcutta) came to us (airport officials) complaining about missing luggage," a source said.

With hundreds of passengers stuck, the food courts and lounges at the airport were overcrowded. Travel Food Services, which runs the lounges at the airport, deployed additional personnel to handle the rush, airport sources said.

Many passengers alleged they were forced to sit inside their aircraft for hours before the plane took off.

Atish Roy and his wife Jintya were to fly IndiGo to Port Blair in the morning. The scheduled departure time was 5.55am, but before they left their home in Konnagar, the couple received a message from the airline saying the takeoff would be at 6.25am.

"At 7.30am, my son called to say they had boarded the flight around 6am but it had not taken off. I heard passengers shouting in the background," said Atish's father Dipankar, a retired government employee.

"The cabin crew told them there were technical issues and the flight could be cancelled. They were asked to get off and wait inside the terminal. But the passengers refused."

Finally, the plane took off

at 10.30am, he said.

Abdul Aziz Riyaz, 37, a neurosurgeon with Manipal Hospital, Bengaluru, was to fly home from Calcutta.

"My flight was at 4.55am but it got cancelled. I had to cancel two surgeries today and make alternate arrangements for the rest," he said.

"I checked the fares with other airlines – they have increased drastically. An Air India Express ticket from Calcutta to Bangalore is now around ₹42,000, which is unreasonable."

The crowds in front of the IndiGo counters swelled with anxious, stranded flyers. Many complained about a shortage of airline staff, saying they had none to approach for answers.

At the departure gates, security personnel were stopped frequently as passengers tried to confirm the revised timings, holding out their tickets.

Mukul Sharma, 22, who had arrived from Cambodia with his brothers at 6am, ran from counter to counter looking for options.

"We were supposed to take an 8.10am flight to Chandigarh. Only after our plane landed in Calcutta did we learn that it had been cancelled. I have checked at every counter, but I can't find a single ticket. Everything is booked," he said.

IndiGo staff at the airport had a harrowing time. "I haven't gone home for the past 48 hours," one of them said in the evening.

An airport official said a retiring room had been allocated for IndiGo employees to rest.

"We are trying to stabilise the operations in another 24 hours," a spokesperson for the airline said.

Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

6 DECEMBER 2025

IMPACT OF WHEELCHAIR MISUSE AT AIRPORTS

DELAYED ACCESS FOR GENUINE USERS | DISRESPECT TO MOBILITY-DEPENDENT PASSENGERS | STRAIN ON AIRPORT MANPOWER, RESOURCES



Ruman Ganguly and Esha Bhattacharya

Airlines that make booking a large number of beds for passengers with disabilities on the basis of medical reports in a period longer than a year are not only violating the Air India Act, but also the rights of genuine users. While the Air India Act (Amendment) of 2019 (AIAA) states that a maximum of 1% of the total number of seats on an aircraft can be reserved for passengers with disabilities, the Air India Act (Amendment) of 2019 (AIAA) also states that a maximum of 1% of the total number of seats on an aircraft can be reserved for passengers with disabilities. This is a significant increase from the previous 0.5% and is a step towards making air travel more accessible for people with disabilities. However, the Air India Act (Amendment) of 2019 (AIAA) also states that a maximum of 1% of the total number of seats on an aircraft can be reserved for passengers with disabilities. This is a significant increase from the previous 0.5% and is a step towards making air travel more accessible for people with disabilities.

Skybound on wheels: Necessity or easy ride?



There are situations where some people who don't actually need a wheelchair still use one for priority access, while others who are genuinely in need of assistance avoid it and prefer to move independently if they can. There will always be people who take advantage of systems. So no, I wouldn't call it a trend, but it does exist - often people use wheelchairs just to get prioritised or to make travel easier, so they don't have to worry about anything else.

- Deputy General Manager of a national airport

It is observed that older men avail wheelchairs while travelling more often than women.

- Anil Prasad, National Committee Member of the Travel Agents Federation of India (TAFI, East)

There has been a significant rise in wheelchair passengers - 30 to 40% on international flights and around 3 to 4% on domestic routes.

- Senior Airline Manager, flight operations on a budget airline flying domestic and international routes

'Convenience over necessity'
Wheelchairs at airports are a lifeline for many but are increasingly being misused by passengers without genuine need, says Anil Prasad, National Committee Member of the Travel Agents Federation of India (TAFI, East). "While I understand the need for wheelchairs, it's being used to avoid long queues, checking baggage, and security, especially at smaller international airports," he adds. "It's not the people who need them who are getting the best service, it's those who are just looking for a shortcut."

NEW norm just dropped
Approximately up to 40% of air travellers on (D) - India flights ask for a wheelchair, so they don't have to walk through the airport.

Air India says 30% of passengers on India-UK flights ask for wheelchair, most are able bodied travellers scamming the priority boarding system. Near disabled passengers get left short.

I witnessed it multiple times this morning at the airport this morning. 8 women were lined up in wheel chairs to board our plane. And, when it was time to start boarding 5 of them got up and walked onto the plane (first in line of course).

'Introduce a fee to curb the trend'
Travel operators suggested a few measures to curb the trend:
• Introducing a reservation fee for wheelchair service requests to deter misuse
• Ensuring only genuine users avail the service, improving operational efficiency

'Misuse undermines respect for those who depend on wheelchairs'
Sangeeta Das, a former Indian Airlines employee, reflected on watching passenger behaviour during "in-air" video series passengers were free to ask for wheelchair assistance. "They worried about dignity and public perception," she says. "When staff members are available to assist with their bags and luggage, wheelchair users don't get the same level of attention and respect as they should."

Wheelchair demands often vary per the route
Most stakeholders we reached out to noted the rise in wheelchair demand and pointed to several reasons:
• Increased demand due to the rise in long-haul flights to the UK and Europe, where the higher cost of wheelchair assistance has been a concern.
• Language barriers at some international airports where non-verbal passengers may seek wheelchair assistance for convenience or to avoid communication hassles.
• Disability passengers often use wheelchair at foreign airports but walk independently upon arrival in India.



Wheelchair assistance: How it works

Every flight carries a limited number of wheelchairs reserved for confirmed passengers with genuine need. A cabin crew member will assist with boarding and disembarking. **Non-verbal passengers and passengers with reduced mobility (PRM) are not eligible for wheelchair assistance.** **PRM passengers are classified as:**
• **Antibed passengers:** Bedfast and unable to board, disembark, or transfer without help.
• **Non-Antibed passengers:** Require assistance during boarding, disembarking, and transfers (stairs or liftchairs, hoists, etc.).
Non-verbal passengers are further categorised into:
• **Escorted:** Accompanied at all times, can be seated in any number.
• **Unescorted:** Limited numbers depending on crew availability, with crew member responsible for assistance during emergencies.

NOT EVERYONE AGREES IT'S MISUSE
'My aged mother was anxious about travelling alone, so we booked the service'
A London-based IT professional we spoke to cited language barriers at airports as the reason he sought wheelchair assistance for his aged mother. Anil Singh (name changed) told us, "I booked wheelchair assistance for my elderly but physically able mother on her Bangor-London journey. She already had a six-month stay free previous travel with my father, but he passed away two months ago. She was anxious about travelling alone, so we booked the service for a relief, smoother passage. This, I think, is justified."

How airlines handle wheelchair perks
International carriers like Singapore Airlines, Qatar Airways and Emirates offer comprehensive mobility support - from airport assistance and early boarding to onboard wheelchairs and free carriage of personal mobility aids, with most services requiring advance request.
Airline handling policies for fully and partly disabled passengers vary significantly, with some airlines offering more comprehensive support for fully disabled passengers, while others offer more limited assistance for partially disabled passengers. The Air India Act (Amendment) of 2019 (AIAA) also states that a maximum of 1% of the total number of seats on an aircraft can be reserved for passengers with disabilities.

ENTITLEMENT TAKING OVER, EMPATHY FADING, SAYS THE INTERNET

Report compares between India and the United States are filled with video footage on wheelchair users and others who are health and do not suffer from disabilities. The report: People with disabilities receive no legal such as priority boarding for the plane and assistance on the ground. The law is not being followed for the plane and assistance on the ground.

From 2018 to 2022, there were 47 wheelchair users with Indian I thought it was people the priority boarding but when the flight landed the wheelchair user was not that free of 30% or 40% of what it is.

That is misusing wheelchair, which is meant for old and handicapped people

Some able bodied passengers at airports demand wheelchairs just to skip queues (I've seen it) and as a consequence... and angrily look along the way.



Corporate Communications Directorate

THE TIMES OF INDIA

BANGALORE

5 DECEMBER 2025

Travel becomes more accessible with Mobility Assist at Bengaluru airport

TIMES NEWS NETWORK

Bengaluru: It began with a painful moment inside an aircraft cabin — a young man with Duchenne Muscular Dystrophy (progressive, genetic neuromuscular disorder) was being lifted manually, as he endured physical strain and quiet emotional distress because airports lacked the equipment he needed. Years later, Adarsh Ajai-kumar's struggle has led to a milestone in accessible travel.

Kempegowda International Airport, Bengaluru, introduced Mobility Assist, a first-of-its-kind personalised assistive transfer system designed for passengers with reduced mobility, Thursday. The equipment was donated by Dr BS Ajaikumar, founder & executive chairman of Healthcare Global Enterprises (HCG), in me-



The assistive transfer system designed for passengers with reduced mobility was unveiled at KIA Thursday

memory of his son Adarsh.

Adarsh, who used an electric wheelchair, often faced discomfort and risk during boarding and de-boarding due to inadequate support mechanisms. Mobility Assist aims to eliminate this gap by providing a secure, mechanised way to transfer passengers directly from their wheelchairs to the aircraft seat or through the

terminal. The system reduces physical effort, minimises injury risk and ensures a smoother, more dignified experience for both passengers and staff. The service will be offered on request through airline coordination, offering end-to-end support for travellers requiring special assistance.

"The contribution is deeply personal for us. Adarsh turned his pain into purpose, hoping others would never experience what he went through. Mobility Assist is an extension of his empathy," said Dr Ajaikumar.

Accessibility is a mindset rooted in care and equity, said Hari Marar, MD & CEO of Bangalore International Airport Ltd (BIAL). "Mobility Assist strengthens our focus on travellers who need support and sets a new benchmark in passenger care," he said.

Airport & university for Adilabad in a yr: Revanth

Koride.Mahesh
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Hyderabad: Chief minister A Revanth Reddy Thursday promised a major development push for Adilabad, announcing that the state govt would make the Adilabad airport operational within a year and explore setting up a university in the district, preferably in Indravelli, to be named Komaram Bheem or Indravelli University.

He also reaffirmed his commitment to completing the Pranahitha-Chevella project and constructing a barrage at Tummidihatti.

Addressing a public meeting at Adilabad as part of the Congress govt's second anniversary celebrations, Revanth said: "It is not red



CM A Revanth Reddy with BJP MLA Piyal Shankar in Adilabad

bus, it will be an Airbus that will land in Adilabad. Once the airport is ready, investments would follow to the backward area."

Revanth said both the state and Centre should work together on welfare and development.

► Continued on P6

'T govt will take responsibility to develop Adilabad'

► From P1

The CM said Adilabad MLA Piyal Shankar had urged him to complete the airport works. Union ministers Rajnath Singh and K Rammo-



han Naidu have assured cooperation if land is allotted, and PM Narendra Modi has promised funds for the project, the CM said.

CM Revanth Reddy, who laid foundation stones and inaugurated multiple projects in Adilabad as part of the 'Praja Palana' celebrations, said the govt would take responsibility for developing the district. He added efforts would be made to revive the Cement Corporation of India unit in Adilabad with private participation. Recalling his earlier visits, he said his first trip after becoming PCC president was to Nirmal in the erstwhile Adilabad district, where he held the Dalit and tribal dandora in Indravelli.

"After coming to power, my

first signature was to develop the Indravelli martyrs' memorial as a tourist spot and provide Indiramma houses to the families of martyrs," he said.

Tummidihatti works

The CM said he would return to Adilabad within two months to review district issues and lay the foundation for Tummidihatti barrage works. He urged BJP MLA Shankar to help secure clearances from the Maharashtra govt, alleging although Maharashtra agreed to a 150-metre barrage, the previous BRS regime abandoned it to build Kaleshwaram, the barrages of which had "suffered damages in no time."

He said the Congress govt would work with the local MLA and BJP MP Godam Nagesh for the region's development. "During 10 years of BRS govt, opposition leaders were not given a chance to participate in the CM's meetings or speak. When in opposition, hundreds of police were deployed to restrain me and Seethakka from entering the secretariat," he said.

RGLA in chaos after 100 cancellations in 48 hours

CISF Steps In As Flyers Raise Slogans Against IndiGo

Sunny Baski@timesofindia.com

Hyderabad: Flight disruptions continued to haunt air travellers for the second consecutive day as hundreds of people were left stranded at the Hyderabad airport for hours on end. In fact, the situation deteriorated on Thursday with another 74 flights being cancelled affecting major destinations. On Wednesday, the number was 40.

Over 100 flight cancellations in 48 hours resulted in turmoil at the Rajiv Gandhi International Airport with passengers getting into heated arguments with IndiGo and airport staff. Videos shared by passengers showed large crowds gathered around IndiGo help desks, ticket counters and terminal entry points, raising slogans against the airline. Those who TOI spoke to said that the CISF personnel had to step in to pacify angry flyers. Even social media was flooded with videos and posts, tagging IndiGo, showing passengers arguing with airline staff, demanding clarity. They said that the cancellations resulting in delays along several routes, only made matters worse.

'Misleading info'

"I had come to Hyderabad for an eye check-up and had to return flight to Lucknow at 12 pm on Thursday. Around 10 am, I received a message saying that the flight was on schedule. But now it's been six hours and I'm still stuck here. Every 30 minutes, the airline keeps updating the departure time, leaving us confused," said Amit Sengar, a disgruntled flyer at RGLA. According to him that ordeal took a toll on the health of many passengers too. While one suffered a cardiac arrest, another who recently underwent surgery complained of unconsciousness even while being stranded. The claim was refuted by RGLA authorities.

Many like Sengar, meanwhile, said that they received similar "misleading flight status updates" prompting them arrive at the airport in time.

Another distressed passenger, appearing for a teacher's entrance examination on Friday, said he was worried about losing the opportunity. "I reached the airport at 9 am and have been stranded here for nine hours. I have an exam tomorrow (Fri-



AIRFARES SKYROCKET

Amid the IndiGo chaos, ticket fares of other airlines were found touching five times the normal cost. For instance, a regular Hyderabad-Delhi ticket that costs ₹5,000 was being sold for ₹25,000 for Friday. Similar steep hikes were observed for destinations like Mumbai, Bengaluru, Pune and Chennai. In fact, even connecting flights saw sharp fare surges, leaving passengers with no affordable options.

FLYERS FLOOD HELPLINE

Passengers booked for travel on Dec 5 and 6 were seen making calls to IndiGo helpline numbers, on Thursday, seeking clarity over the flight status. "We have an afternoon flight to Durgapur but are not sure if it will depart on time. It was about four hours late the last couple of days. The airlines is still not giving us clarity," said Satya S, a private employee.

day) and the centre is six hours away from the Lucknow airport," said Abhishek Tiwari who had come to RGLA from Vijayawada to board his flight. "There are no direct flights to Lucknow from there, so I had to come to Hyderabad. But the situation here is deplorable. Despite the scale of disruption, airlines officials have failed to provide timely updates or refreshments," he rued.

TALK

At the HYD airport, the 10 am flight was rescheduled to 7 pm. What's annoying is, the display board is not in sync causing total confusion. Under staffed to handle the load. No communication on delay

- S Shalendra

There is chaos at the airport. Reached Hyd airport for 7 PM @ IndiGoE flight. Without info I was put to tomorrow at 11.45 am which I was told that there is no guarantee that it will take off. Absolute chaos. Thousands of people are stranded. Display boards closed. What's going on?

- K Madhu Sudan

My flight from HYD to GOP is delayed and there's zero communication at the airport. No clarity on the reason, no update on boarding. Poor management by @IndiGoE. Passengers deserve better

- Abhishek Anam Tripathi



Corporate Communications Directorate

THE TIMES OF INDIA

HYDERABAD

5 DECEMBER 2025

Hoax threat disrupts 2 Hyd-bound flights

Hyderabad: A bomb threat mail sent to airport authorities on Thursday triggered parallel emergency responses for two flights bound for Hyderabad, one from Sharjah and another from Medina.

The Sharjah-Hyderabad flight was thoroughly checked upon landing in Hyderabad

and the threat was declared a hoax. Another flight from Medina to Hyderabad was diverted to Ahmedabad around noon after a similar threat message mid-air. After the aircraft touched down, all passengers were safely deplaned.

VN Yadav, ACP Zone-G, said, "The aircraft was thor-

oughly inspected and nothing suspicious was found. We realised the threat was a hoax call. An official complaint will be filed in Hyderabad." Till 7pm on Thursday, the flight had not departed for Hyderabad, according to sources. RGI airport police registered two criminal cases.



Corporate Communications Directorate

THE ASIAN AGE

DELHI

6 DECEMBER 2025



Stranded passengers search for their luggage near a counter after IndiGo cancelled more than 400 flights at the Kempegowda International Airport in Bengaluru on Friday. — PTI

Chaos at airports, IndiGo cancels 1K flights for 'reboot'

■ DGCA defers pilot rest policy
■ Probe on ■ Issue raised in Parl

VINEETA PANDEY
NEW DELHI, DEC. 5

The ordeal of IndiGo passengers continued for the fourth consecutive day as over 1,000 flights of the airline were cancelled across the country. The airline on Friday cancelled all flights out of Delhi, Chennai and many other cities in order to "reboot" its system. IndiGo promised to refund money as hundreds of passengers faced hardships at the airports due to delays and cancellations.

Given the magnitude of the chaos during the peak winter tourist travel time, the Directorate General of Civil Aviation (DGCA) on Friday rolled back the order on flight duty time limitations (FDTL), putting it in abeyance with immediate effect. The aviation watchdog said it expects that flight schedules will begin to stabilise and return to normal by Saturday and complete restoration of services will be achieved within the next three days.

Amid the ongoing aviation crisis, IndiGo has been given a one-time exemption on FDTL till

EARLIER, THE DGCA had issued an appeal to pilots and their associations to cooperate, keeping in mind the peak travel season, poor weather conditions and rising passenger volumes

February 10, 2026. "Without compromising on air safety, this decision has been taken solely in the interest of passengers, especially senior citizens, students, patients, and others who rely on timely air travel for essential needs," the DGCA said.

The move has evoked strong criticism by the pilots association, which has written to the DGCA strongly objecting to "selective and unsafe dispensation" granted to IndiGo on FDTL implementation. The new rules gave pilots an extra 12 hours of rest, which caused a shortage.

Airline Pilots Association India (ALPA-India) said by granting "these layered, selective dispensations, the DGCA/government of India has effectively acknowledged that IndiGo pilots will now fly with reduced rest and increased fatigue,

■ Turn to Page 4

Continued from Page 1

placing their passengers at elevated risk compared to passengers of other airlines. Aviation safety norms cannot differ from airline to airline based on commercial interests."

Earlier, the DGCA had issued an appeal to pilots and their associations to cooperate, keeping in mind the peak travel season, poor weather conditions and rising passenger volumes. It said it is committed to implementing the FDTL in "letter and spirit".

Union home minister Amit Shah on Friday spoke to civil aviation minister K. Ram Mohan Naidu and took stock of things. The civil aviation ministry (MoCA) said several operational measures have also been directed to ensure that normal airline services are restored at the earliest and that the inconvenience caused to the travellers is significantly reduced.

The civil aviation minister said various operational measures, including keeping new flight duty norms in abeyance, will help address the IndiGo flight disruptions, and complete restoration of services is expected in the next three days.

"The FDTL orders of the DGCA have been placed in abeyance with immediate effect. Without compromising on air safety, this decision has been taken solely in the interest of passengers, especially senior citizens, students, patients, and others who rely on timely air travel for essen-

tial needs," Mr Naidu said.

The government has also constituted an inquiry into the disruption. The inquiry will determine accountability for appropriate actions and recommend measures to prevent similar disruptions in the future, ensuring that passengers do not face such hardships again. The committee will submit its report in 15 days.

The DGCA said all scheduled airlines were repeatedly advised to undertake comprehensive manpower planning, roster restructuring and implementation preparedness to ensure seamless transition to the revised fatigue-management framework in view of FDTL. However, IndiGo's inability to accurately forecast crew availability, conduct timely training and realign rosters resulted in cascading delays and cancellations.

According to sources, IndiGo told the DGCA that it failed to anticipate the actual crew requirement under the revised norms and that significant planning and assessment gaps existed in implementing FDTL. "This prima facie indicates deficiencies in internal oversight, operational preparedness and compliance planning, warranting an independent examination," the DGCA said.

The IndiGo crisis also reached the Parliament, as several members raised the issue in both the Lok Sabha and the Rajya Sabha. Lok Sabha Leader of the Opposition Rahul Gandhi

alleged that the IndiGo "fiasco" is the cost of this government's "monopoly model" and asserted that India deserves fair competition in every sector; not match-fixing monopolies.

"IndiGo fiasco is the cost of this Govt's monopoly model. Once again, it's ordinary Indians who pay the price - in delays, cancellations and helplessness. India deserves fair competition in every sector; not match-fixing monopolies," Mr Gandhi posted on X.

Raising the issue in the Rajya Sabha, Congress member Pramod Tiwari and Shiv Sena (UBT) MP Priyanka Chaturvedi moved a notice under Rule 180, requesting the civil aviation minister to make a statement on the disruption of IndiGo airlines' operations.

Mr Tiwari said the flight cancellations had affected several MPs who had made travel plans for the weekend. He demanded the civil aviation minister update the House about steps the government is taking.

Responding to the concerns, parliamentary affairs minister Kiren Rijiju assured the House that the government was looking into the matter. "Before coming to the House, I spoke to the civil aviation minister. The government is considering the technical problems the airline faces. I have asked the civil aviation minister to prepare a response, as concerned members will raise the issue in the House," Mr Rijiju said.

इंडिगो की देशभर में 1,000 उड़ानें रद्द, यात्री रहे परेशान

दिल्ली, चेन्नई, बंगलूरु में सबसे ज्यादा अफरा-तफरी | कई यात्री 24 घंटे से अटके | 5 से 15 दिसंबर के बीच रद्द टिकटों पर मिलेगा पूरा रिफंड

अमर उजाला व्यूरो

नई दिल्ली। इंडिगो का संकट शुरुवार को लगातार चौथे दिन जारी रहा और एयरलाइन ने देशभर में करीब 1,000 उड़ानों को रद्द कर दिया। विभिन्न हवाई अड्डों से इंडिगो की उड़ानें रद्द हुईं, लेकिन दिल्ली की सभी 235 घरेलू उड़ानें रद्द कर दी गईं। मुंबई, चेन्नई, बंगलूरु में स्थिति सबसे ज्यादा विकट रही। कई यात्री हवाई अड्डे पर 24 घंटे से भी ज्यादा समय से अटके हैं।

इस बीच, नागरिक उड्डयन महानिदेशालय (डीजीसीए) ने इंडिगो को फ्लाइंग ड्यूटी टाइम लिमिटेशन (एफडीटीएल) से फिलहाल राहत दे दी।

एयरलाइन के सीईओ पीटर एल्बर्स ने यात्रियों को हो रही असुविधा के लिए माफी मांगी। साथ ही, उम्मीद जताई कि 10-15 दिसंबर के बीच स्थिति सामान्य हो जाएगी। उन्होंने कहा, हम अपने सारे सिस्टम व शेड्यूल री-बूट कर रहे हैं। डीजीसीए से मिली राहत बहुत मददगार है। उन्होंने शनिवार को 1,000 से कम उड़ानें प्रभावित होने की उम्मीद जताई। वहीं, इंडिगो ने कहा कि वह 5 से 15 दिसंबर के बीच रद्द होने वाले टिकटों पर पूरा रिफंड देगी।

डीजीसीए ने यात्रियों को दिक्कत को देखते हुए इंडिगो को 10 फरवरी, 2026 तक एफडीटीएल लागू करने से अस्थायी राहत दी है। इंडिगो को यह छूट रात को शिफ्ट यानी रात 12 बजे से सुबह 5 बजे व रात को ड्यूटी अलव्यस्थित करने वाले ऑपरेशन से जुड़े मामलों पर दी गई है। एफडीटीएल नियम लागू होने के बाद से इंडिगो चालक दल की कमी से जूझ रही है। इसके तहत पायलटों समेत अन्य चालक दल को हर सप्ताह लगातार 48 घंटे का विश्राम देना अनिवार्य किया था। वहीं, दिल्ली व चेन्नई में शुरुआत को इंडिगो की सभी उड़ानें रद्द होने से हाहाकार मचा रहा। मुंबई में हवाई अड्डे पर पुलिसकर्मियों को अलर्ट पर रखा गया है।

>> आरोपों से घिरी इंडिगो : पेज 15

- डीजीसीए ने एफडीटीएल लागू करने में दी राहत
- 10-15 दिसंबर से स्थिति सामान्य होने की उम्मीद



बंगलूरु हवाई अड्डे पर उड़ानें निरस्त होने के बाद अपने सूटकेस ढूंढते यात्री। एजेसी

2,300 उड़ानें हर दिन संचालित करती है इंडिगो

दिल्ली-बंगलूरु का टिकट 80 हजार तक पहुंचा

इंडिगो की उड़ानों के संकट के बीच अन्य एयरलाइन में किराया 10 गुना तक बढ़ जाने से यात्री संसत में रहे। एक यात्री ने बताया कि मुंबई-दिल्ली उड़ान का किराया 51 हजार रुपये तक पहुंच चुका है। मेक माई ट्रिप के मुताबिक, दिल्ली से बंगलूरु को कुछ उड़ानों का किराया 80 हजार रुपये तक रहा। 6 दिसंबर के लिए स्पाइसजेट को कोलकाता-मुंबई इकोनॉमी-क्लास का टिकट 90,000 रुपये और एअर इंडिया का मुंबई-भुवनेश्वर का टिकट 84,485 रुपये तक पहुंच गया।

- जांच के लिए आदेश : नागरिक उड्डयन मंत्री राममोहन नायडू ने बताया, पूरे मामले की जांच के आदेश दिए गए हैं। इसके लिए डीजीसीए को 4 सदस्यीय समिति बनाई गई है, जो पता लगाएगी कि चूक कहाँ हुई। जिसने भी गलत किया है उस पर कार्रवाई होगी। पहली प्राथमिकता यात्रियों को राहत देना है।
- नागरिक उड्डयन मंत्रालय ने 24 घंटे कंट्रोल रूम (011-24610843, 011-24693963, 096503-91859) बनाया है, जो हालात पर नजर रख रहा है।

इंडिगो फ्लाइट्स रद्द होने से

अप्रत्याशित अव्यवस्था



आईजीआई एयरपोर्ट से इंडिगो की उड़ानें रद्द होने से यात्रियों को दोहरी मुसीबत झेलनी पड़ी। इस अप्रत्याशित अव्यवस्था के बीच परेशान यात्रियों को देखकर अन्य एयरलाइंस ने तीन गुना तक किराया बढ़ा दिया है। वहीं, यात्रियों से हमदर्दी टैक्सी वालों ने भी नहीं दिखाई और मनमाना किराया वसूला। सबसे ज्यादा मार दिल्ली-मुंबई जैसे व्यस्त रूट पर पड़ी...

अव्यवस्था का डबल झटका, महंगी फ्लाइट और मनमाना टैक्सी किराया

इंडिगो की उड़ानें रद्द होने से एयरपोर्ट पर दिनभर भटकते दिखे यात्री, नहीं मिली मदद

अमर उजाला व्यूरो

नई दिल्ली। सामान्य दिनों में दिल्ली से मुंबई का एकतरफा किराया 4,500 से 6,000 रुपये के बीच रहता है, लेकिन इंडिगो की उड़ानें रद्द होने के बाद यह किराया साधारण 25,000 से 30,000 रुपये तक पहुंच गया। यदि किसी यात्री को 6 दिनों के लिए दिल्ली से मुंबई जाना है तो उसे 30 हजार रुपये किराया देना होगा।

एक यात्री ने बताया कि मेरी इंडिगो की फ्लाइट रद्द हो गई। दूसरी एयरलाइन में सीट बुक कराई तो किराया तीन गुना से ज्यादा था। एयरलाइंस को इस मनमाने पर केंद्रीय न्यायिक उद्घरण मंत्री राम मोहन आश्व नि के कड़ी फायजगी जताई है। उन्होंने सभी एयरलाइंस को निर्देश दिए हैं कि संकट की इस



शुक्रवार को इंदिरा गांधी अंतरराष्ट्रीय हवाई अड्डे पर इंडिगो की कई उड़ानें रद्द होने से यात्री कुछ इस तरह परेशान दिखे। अमर उजाला

घड़ों में किराया को निर्धारित रखा जाए। अगर कोई एयरलाइन किराया बढ़ाती है तो उसे पर भारी जुर्माना लगाया जाएगा।

एयरपोर्ट के बाहर भी यात्रियों पर किराये की मार

हवाई किराया को बढ़ा के अलावा एयरपोर्ट के बाहर भी यात्रियों को परेशान आई। टर्मिनल-3 से बाहर निकलने पर नजदिकी जगहों पर जाने के लिए टैक्सी और कैब चालकों ने मनमाने दाम वसूलने शुरू कर दिए। यात्रियों ने शिकायत की कि टी-3 से टी-2 टर्मिनल तक जाने के लिए भी 800-1000 रुपये मांगे जा रहे हैं, जबकि सामान्य दिनों में 200 से 300 रुपये किराया होता है। इसका, जुल्मान यह सिद्ध दिल्ली जाने का किराया जहां सामान्य दिनों में 400 से 700 रुपये होता है, वह हाल में 1500 से 2000 रुपये तक बढ़ाकर दिया गया। दिल्ली पुलिस और एयरपोर्ट अथॉरिटी को भी इस बाबत कई शिकायतें मिली हैं।



इंडिगो की कई उड़ानें रद्द होने से यात्री टिखे परेशान। अमर उजाला

वर्ल्ड क्लास एयरपोर्ट पर टैक्सी, बस, रेलवे स्टेशन जैसे हालात

देश के सबसे आधुनिक और 'वर्ल्ड क्लास' बने जाने वाले इंदिरा गांधी अंतरराष्ट्रीय एयरपोर्ट के टर्मिनल-3 पर जो हालात बने, उसे देखकर कोई भी यात्री हैरान रह गया। अचानक सीटिंग टर्मिनल के सभी बाहर निकलने वाले पैदल बंद कर दिए गए। बाहर टैक्सी, अटो या कम स्टैंड तक पहुंचने का कोई रास्ता नहीं बचा। इससे एयरपोर्ट के अंदर हजारों यात्री इस-उधर भटकते रहे। एयरपोर्ट अथॉरिटी ने शुरू में कोई स्पष्ट जवाब नहीं दिया। बाद में बताया गया कि सुरक्षा कारणों से सीटिंग टर्मिनल के बाहर जाने वाले सभी पैदल आवागमन रूप में बंद कर दिए गए हैं। एक यात्री ने कहा कि अगर वह अपनी हम किसी लोकल बस स्टैंड या रेलवे स्टेशन पर आ गए हैं। यात्रियों को भीड़ से जुड़े मोटो व सीटिंग भी सोशल मीडिया पर वापस हुए।

अमर उजाला

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रेलवे ने कई ट्रेनों में कोच बढ़ाए

इंडिगो की उड़ानें रद्द होने से भारतीय रेलवे ने कई प्रमुख ट्रेनों में कोच बढ़ा दिए हैं। रेलवे के अनुसार ट्रेन नंबर 12425/12426, 12474/12473, 12045/12046 और 11029/11030 कोच की बढ़ोतरी की गई। रेलवे अधिकारियों ने बताया कि ये कोच रजिस्ट्रार प्रशासक से लीए जा रहे हैं। बता दें कि इंडिगो की कई उड़ानों के रद्द होने से दिल्ली, छोटानगर, अमृतसर, जम्मू और गुवांर राज्दों की ओर जाने वाले हजारों यात्री प्रभावित हुए हैं। ऐसे में रेलवे की प्शन से राहत मिलेगी।

4 दिन का संकट, एक रात में सब उड़ानें रद्द, सोशल मीडिया पर फूटा गुस्सा

X पर इंडिगोकड़मूसर जनकर हुआ टूट

अमर उजाला व्यूरो

नई दिल्ली। देश को सबसे बड़ी एयरलाइन इंडिगो की उड़ानें चौधे दिन भी वापसों की कमी और नए कप्टी समक चीज लियों की चंटे में फंस गईं। दिल्ली के इंदिरा गांधी अंतरराष्ट्रीय (आईजीआई) एयरपोर्ट से सभी उड़ानें शुक्रवार मध्यरात्रि तक रद्द कर दी गईं। इससे करीब 230 उड़ानें प्रभावित हुईं और हजारों यात्रियों को भारी परेशानी झेलनी पड़ी। एयरपोर्ट पर घंटों इंतजार के बाद गुस्सा यात्रियों ने कर्मचारियों से सीधे नोकझोंक की, जबकि सोशल मीडिया पर उनकी चीख के वीडियो वापस हुए और एक्स पर #IndiGoCrisis टूट करार रहा। इंडिगो की दिल्ली से सारी फ्लाइट रद्द होने से आईजीआई एयरपोर्ट पर स्थिति सबसे विकलत रही। सुबह से ही टर्मिनल पर लंबी-लंबी कतारें लप गईं और एयरपोर्ट पर घनमान बंध गया। फ्लाइट कैबिनल होने की खातिरका हजारों यात्रियों को भुगतान पड़ा। यात्री 10 से 12 घंटे तक एयरपोर्ट के अंदर ही फ्लाइट का



इंदिरा गांधी अंतरराष्ट्रीय हवाई अड्डे पर फ्लाइट कैबिनल होने के बाद परेशान बैठे यात्री। अमर उजाला

एयरपोर्ट पर घंटों इंतजार के बाद गुस्सा यात्रियों की कर्मियों से हुई नोकझोंक

इंतजार करते रहे। जब यात्रियों को संतोचजनक जवाब नहीं मिला तो उनका गुस्सा एयरलाइन कर्मियों पर पड़ा। फ्लाइट कैबिनल होने की खातिरका हजारों यात्रियों को भुगतान पड़ा। यात्री 10 से 12 घंटे तक एयरपोर्ट के अंदर ही फ्लाइट का

कुछ पीड़ितों की पीड़ा

अनेक वीरगुण ने एक्स पर लिखा कि मेरी इंडिगो फ्लाइट कैबिनल हो गई। इंडिगो ने मुझे 3 घंटे पहले सूचित किया। अब मैं क्या करूँ है कि रिफंड के लिए लॉडरिक्ला नहीं है।

इंतजार की परिस्थिति में मैं तीन अतीव मेरे एक बहनका साथ में शुरू हुई थी, और हम फ्लाइट के लिए फ्लूट करार था। अब हमें बोलकरा है। जबकि इतराजन के लिए कागजी की फ्लाइट खरी में है। मुझे नहीं पता कि उन्होंने कौन कौन करार है। मैं नहीं हूँ। हमें एक नई फ्लाइट और हमारे पैरे वापस चाहिए।

एक यात्री ने लिखा कि मुझे भुगताना जाना था। इंडिगो ने फ्लाइट बुक करार के लिए मुझे पैसा अलग कि एक कुछ टाइम पर है। फिर, जब मैंने चेक-इन किया, तो उन्होंने कहा इंतज बहा कि फ्लाइट कैबिनल हो गई है। अब ट्रेन का कोई जॉशन नहीं है। अगर हमें फ्लाटे वापस होना, तो हम ट्रेन रिफंड खरीते सकते थे।

अमर ने एक्स पर लिखा कि यह मेरी ग्वा हुआ अब तक का सबसे बुरा ट्रेवल एक्सपीरियंस है। इंडिगो ने कागजी में जो भी रेपुटेशन बनाई थी, वह सब को पी है। इन लोगों ने मेरी फ्लाइट 3 बार रीरिक्लुत की और फिर जब मैं अंतरराजन एयरपोर्ट पहुंचा और कैब चेक-इन के लिए गया, तो कुछ देर बाद टाइम ने बताया कि मुंबई जाने वाली वह फ्लाइट रद्द हो गई है।

पिता ने बेटी के लिए मांगी सेनेटरी पैड, नहीं मिली कोई मदद

संजयन मीडिया पर एक वापस वीडियो में एक पिता अपनी बेटी के लिए सेनेटरी पैड्स को मांग लया रहे हैं, उनकी बेटी पीरिगुडय में दर्द से लड़प रही है, लेकिन कोई मदद नहीं मिल रही। एक वृज ने लिखा इंडिगो की कैबिनल में यात्रियों को अतीव और कर्मिक उल्केइन जेसन पड़ रहा। एक अलग पोस्ट में वृज ने लिखा कि अतीव से संघ की फ्लाइट 5 घंटे लेट, क्मूल और बंधे घंटों इंतजार कर रहे। यात्री, कागजिक के एक कागज को अपने रिक्शन परी में अंजिनलन जुड़ना पड़ा।

वेबसाइट पर रिफंड बटन नहीं कर रहा काम

यात्री, इंडिगो ने एक किता कि सभी रद्द उड़ानों का रिफंड वृल भुगतान मोड पर ऑटोमेटिक प्रोसेस होना। 5 से 15 दिनोंक तक की बुकिंग पर कैबिनलन या रीरिक्लुत पर कोई चार्ज नहीं होना। दूसरी तरफ यात्रियों शिकायत बरारे रहे कि वेबसाइट पर रिफंड बटन काम नहीं कर रहा।



भारतीय विमानपत्तन प्राधिकरण
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AMAR UJALA

DELHI

6 DECEMBER 2025

सरकार पर दबाव बनाने के आरोप में घिरी इंडिगो

सवाल...5 माह पहले बने नियम, फिर क्रू स्टाफ क्यों नहीं बढ़ाया

अमर उजाला नेटवर्क

मुंबई दिल्ली। देश की सबसे बड़ी एयरलाइन इंडिगो पिछले चार दिनों से भारी अल्पवस्था का सामना कर रही है। एक ओर उड़ानों का बड़े पैमाने पर रद्द होना और दूसरी ओर आसमान खुले किराए ने पायिलों को पेशानों में डाल दिया है। एयरलाइन ने जिम्मेदारी नए एकाइटीएल (एफ्लाइट ड्यूटी टाइम लिमिटेशन) नियमों पर डाली, लेकिन विशेषज्ञों का मानना है कि इंडिगो के पास वैधरी के लिए पर्याप्त समय था। इस कारण यह आरोप भी गंभीर हो गया है कि एयरलाइन ने नियमों में छील घाने के लिए सरकार पर दबाव बनाने का रास्ता चुना।

एयरलाइन विशेषज्ञों के अनुसार इस संकट की जड़ जनवरी 2024 में एयर उम पायिका में है जिसमें पायलट युनिपन ने दिल्ली हाईकोर्ट के समने धकान और लम्बे ड्यूटी की गंभीर सुरक्षा खंशिम बताया था। कोर्ट के निर्देश के बाद डीजेसीए ने एकाइटीएल नियमों में बदलाव किए और इन्हें एक जुलाई 2025 से लागू कर दिया। इन नियमों ने पायलटों को साप्ताहिक 36 घंटे की बजाय 48 घंटे का अनिवार्य आराम दिया और किसी भी ड्यूटी को चौकली रैस्ट मानने पर रोक लगा दी। नवंबर 2025 में इनका दूसरा चरण लागू हुआ, जिसमें लगातार चार दिन पर बड़ी पायलटों लग गईं। इन्होंने बदलावों का असर इंडिगो पर सबसे अधिक पड़ा। 2 दिसंबर को दिल्ली, मुंबई और बंगलुरु जैसे बड़े एयरपोर्ट्स पर उड़ानें अनिर्धारित होना शुरू हुईं और ऑन-टाइम परफॉर्मिंस गिरकर 35% पर आ गया। 3 दिसंबर को यह स्थिति और बिगड़ी और ऑपरेशनल परफॉर्मिंस 19.7% तक गिर गया।

4 दिसंबर को हालात लगभग ठप हो गए। करीब 800 उड़ानें रद्द करने पड़ीं और ऑटोपी सिर्फ 8.5% पर रह गया। कई स्टूड्स पर टिकट का किराया 10,000 से बढ़कर 40,000 तक देखा गया। एयरपोर्ट्स अथॉरिटी ऑफ इंडिया (एआई) के सूत्रों के अनुसार इंडिगो ने शुरूआती तीन दिनों में विभिन्न कारण बताए। लेकिन उसने स्पष्ट रूप से यह नहीं कहा कि नए एकाइटीएल नियमों को लागू करने के लिए उसके पास पर्याप्त पायलट और क्रू उपलब्ध नहीं थे। 4 दिसंबर को डीजेसीए के साथ बैठक के बाद एयरलाइन ने पालतों का स्वीकार किया कि उसने क्रू रोस्टिंग को उकसती का काम आकलन किया था। रिपोर्ट्स



अमेरिका-यूरोप में पायलटों के आराम के साप्ताहिक घंटे तय

इंटरनेशनल सिविल एविएशन अथॉरिटी (आईसीए) के अनुसार अमेरिका में एकाइटीएल के नियमों के तहत पायलट हफ्ते में कम से कम 32 घंटे का आराम लेते हैं और महीने में 100 घंटे से अधिक उड़ान नहीं कर सकते। यूरोप में हालात एक दिन में अधिकतम 10 घंटे उड़ान की अनुमति देता है, जिसे विलीज परिमितियों ने 12 घंटे तक बढ़ाया जा सकता है। दो उड़ान ड्यूटी के बीच 10-11 घंटे आराम अनिवार्य है और हफ्ते में एक बार 36 घंटे का ब्रेक दिया जाता है। कम और चीन दोनों देशों में पायलटों के आराम से जुड़े मानक अंतरराष्ट्रीय डॉन अडॉप्टेड की सिफारिशों पर आधारित हैं, लेकिन दोनों ने अपनी संयुक्त उकसती के अनुसार कुछ संशोधन लागू किए हैं। कम में पायलट एक दिन में कम से कम 10 घंटे से अधिक उड़ान नहीं कर सकते और दो ड्यूटी के बीच कम से कम 12 घंटे का आराम अनिवार्य है, जबकि लगातार चार ऑपरेशन पर भी सीमा लागू नहीं है। चीन में नियम इससे कुछ अधिक विचलित हैं। यहां सिविल एविएशन अथॉरिटी पायलटों को एक दिन में अधिकतम 8-9 घंटे की उड़ान की अनुमति देता है और दो उड़ानों के बीच न्यूनतम 10-12 घंटे का रैस्ट अनिवार्य करता है। चीन में साप्ताहिक आराम भी बढ़ा है, जहां पायलटों को हर सात दिनों में कम से कम 36 से 48 घंटे का रैस्ट दिया जाता है।

डीजेसीए के नए नियम : नए मानकों के अनुसार पायलट दिन में अधिकतम 10 घंटे और सात में अधिकतम 8 घंटे उड़ान कर सकते हैं। दो पायलटों की स्थिति में कुल ड्यूटी 13 घंटे तक बढ़ सकती है, लेकिन इसके बाद अनिवार्य आराम देना आवश्यक है। हफ्ते में उड़ान की सीमा 100 से 125 घंटे निर्धारित की गई है और साप्ताहिक उड़ान सीमा 1,000 घंटे से अधिक नहीं हो सकती। लगातार सिर्फ 2 चार दिन की अनुमति है और हफ्ते में 2 से अधिक चार दिनों नहीं की जा सकती। नियमों के उल्लंघन पर एयरलाइन पर एक करोड़ रुपये तक का जुर्माना लगाया जा सकता है।

बताती है कि एयरलाइन को नए स्टाफ को भरने के लिए 9 महीने का समय मिला था, लेकिन उसने पर्याप्त नियुक्तियां नहीं कीं। कई विशेषज्ञों ने आरोप लगाया है कि इंडिगो ने सरकार पर दबाव बनाने के लिए जानबूझकर उड़ानें प्रभावित होने दीं, ताकि सरकार एकाइटीएल नियमों में छील घाने के लिए मजबूर हो जाए। यह आरोप मोराल मोडिया पर लगाए गए चर्चों का विषय बन रहा।

एयरलाइन मार्केट में इंडिगो की हिस्सेदारी 60-65% के बीच है और वह रोजाना लगभग 2300 उड़ानें संचालित करती है। इस विस्तृत ऑपरेशन में किसी भी प्रकार की छोटी गड़बड़ों से बड़े पैमाने पर असर डालती है। इंडिगो के पास 5,456 पायलट, 10,212 केबिन क्रू और कुल 41,000 से अधिक कर्मचारी हैं, लेकिन नए नियमों के अनुकूल यह संख्या पर्याप्त नहीं है। इसके विपरीत अन्य एयरलाइंस की उड़ानें कम हैं और उनके पास स्टाफ अपेक्षाकृत अधिक है। इसलिए वे नए रोजगार के साथ जल्दी सामंजस्य बिठा पाएंगे। विशेषज्ञों का कहना है कि हालांकि इंडिगो के पास भी पर्याप्त समय था लेकिन उसने इसे अंगत नहीं किया। इंडिगो को लगता है कि यह बाजार का बड़ा खिलाड़ी है और सरकार को चुका लेता।

विशेषज्ञों की राय : यह संकट मोनोपोली का सीधा दुष्परिणाम

एयरलाइन विशेषज्ञों का मानना है कि चौकट संकट भारतीय संयुक्त विमान में लंबे समय से चली आ रही है। इसका अर्थ है कि सरकार विशेषज्ञों के अनुसार जब किसी एक एयरलाइन की हिस्सेदारी 60% के आसपास पहुंच जाती है तो पूरे उद्योग को नियंत्रित करने का काम-धंधा पर निर्भर हो जाती है। सेंटर पर एंजिन पैरिफेरिक एविएशन (पीएए) इंडिया के वरिष्ठ विशेषज्ञों का मानना है कि यह वह स्थिति है जहां एक निजी कंपनी को आंशिक रूप से देश के एयर ट्रांसपोर्ट सिस्टम को डोकट्रोल देती है। यदि एक खिलाड़ी को ऑपरेशनल विस्तार से राष्ट्रीय स्तर पर इकाई बदलाव सत्ता मिले, तो इसे सिविल एविएशन संकट नहीं, बल्कि संरचनात्मक नीति विफलता कहा जाएगा। कुछ अपवादों को राय इसमें भी अधिक करता है। उनका कहना है कि मोनोपोली का सबसे बड़ा खतरा यह है कि कंपनी अल्पवस्था रूप से नैतिक निर्णयों पर दबाव डालने की स्थिति में पहुंच जाती है।

Corporate Communications Directorate

AMAR UJALA

DELHI

6 DECEMBER 2025

उड़ान रद्द...अपने ही रिसेप्शन में ऑनलाइन शामिल हुआ नवविवाहित जोड़ा

देश के तमाम हवाई अड्डों पर अफरा-तफरी, हजारों लोग फंसे, कई जगहों पर एयरपोर्ट कर्मचारियों से भिड़े यात्री

हर जगह उड़ानें रद्द, अतिरिक्त कर्मियों की तैनाती की

हुबली/नई दिल्ली। कर्नाटक के हुबली में शादी के रिसेप्शन की तैयारियां पूरी हो चुकी हैं। फूलों से कान्फेस स्वगत जगमगा रहा था, मेहमानों के खानदार स्वागत और दावत की भी तैयारियां हो चुकी थीं। लेकिन मेधा धीरसागर और संगम दास बेहद बेचैन थे। अचानक, वे सारी तैयारियां उनके अपने रिसेप्शन के लिए की गई थीं लेकिन यही जहां पर पहुंच नहीं पाए थे। अंततः उन्हें अपने ही रिसेप्शन में ऑनलाइन शामिल होना पड़ा।



हवाईअड्डे से ऑनलाइन अपनी ही शादी के रिसेप्शन में शामिल हुआ नव विवाहित जोड़ा।

इस सारी दिक्कत को बखत बना इंडियो, जिसके सैकड़ों विमान पिछले चार दिनों से उड़ान नहीं भर पा रहे। इस बखत से देशभर में सयस हवाईअड्डों पर शुक्रावार को भी अफरा-तफरी की स्थिति बनी रही। सैकड़ों लोग घंटों से एयरपोर्ट पर फंसे हुए हैं। किसी को इंटरव्यू देने जाना है, किसी को इलाज के लिए जाना है, किसी को अपने घर-परिवार के किसी कार्यक्रम में शामिल होना है।

लेकिन उड़ानें रद्द होने से सब कुछ अटका है। बच्चे और बुजुर्गों को खानसी दिक्कतें झेलनी पड़ रही हैं। कुछ जगह तो एयरपोर्ट कर्मचारियों और यात्रियों के बीच झड़पें भी हो गईं। अन्य एयरलाइंस का किराया बेतहाशा बढ़ चुका है। फिर भी टिकट नहीं मिल पा रहा है। हुबली की रहने वाली मेधा धीरसागर और भुवनेश्वर के

■ सिंगापुर के उच्चायुक्त भी अटके भारत में सिंगापुर के उच्चायुक्त साइमन वॉंग ने शुक्रावार को कहा कि इंडियो को उड़ानें रद्द किए जाने के कारण फंसे यात्रियों में वह भी शामिल थे। उन्होंने सेराल मीडिया पोस्ट में बताया कि एक युवा स्टाफ की शादी में शामिल होने के लिए उन्हें शरखंड के देवघर जाना था लेकिन उड़ान रद्द होने से नहीं जा पाए।

संगम दास को इसी संकट में गुजरना पड़ा। दोनो बंगलुरु में सॉफ्टवेयर इंजीनियर हैं। उन्होंने 23 नवंबर को शादी रवाई थी और बुधवार को हुबली में रिसेप्शन था। उनकी रिसेप्शन का एक वीडियो सोशल मीडिया पर खूब वायरल हो रहा है। जब टूल्स-टूल्हन नहीं पहुंच पाए तो उनके माता-पिता ने अनोखा तरीका अपनाया। उन्होंने नवीचिह्नित

■ चिके सॉरी बोल रहे...उड़ानें रद्द होने पर भड़का यात्रियों का गुस्सा...रायपुर एयरपोर्ट पर अफरा-तफरी के बीच यात्री गुस्से में चोखो-चिल्लाते दिखाई दिए। एयरपोर्ट के बाहर एयरलाइन के काउंटर पर भीड़ स्टॉक उन्हें जवाब नहीं दे पा रहे थे। इस पर भड़के यात्रियों ने कहा कि वो घंटे से खड़े हैं, कोई जवाब देने वाला नहीं है। चिके सॉरी बोलने से काम नहीं चलेगा। कुछ पैसेजर्स ने दावा किया कि एयरलाइन को तरक से कोई सलाह नहीं दिया जा रहा है।

जोड़े के लिए लगाए गए सोफे पर सांकेतिक रूप से रश्मि निधान शुरू किया और उन्हें ऑनलाइन इसका हिस्सा बनाया। पारंपरिक परिधानों में सजे मेधा और संगम ने मेहमानों का स्वागत किया और पूछा कि सब ठीक चल रहा है। हालांकि, उनके कई मेहमान भी उड़ानें खारिज होने के कारण रिसेप्शन में शामिल नहीं हो पाए थे। ब्यूरो/राजेश



- जम्मू-कश्मीर के दो हवाईअड्डों पर अफरा-तफरी रही। श्रीनगर से 13 और जम्मू से 11 इंडियो उड़ानें रद्द हुईं। यहां फंसे यात्रियों ने एयरलाइन से मदद की गुहार पर जवाब न देने पर प्रदर्शन किया।
- पुणे हवाईअड्डे में यात्रियों की आवाजाही का प्रबंधन करने के लिए अतिरिक्त कर्मियों की तैनाती की गई। यहां 32 उड़ानें रद्द की गईं जबकि एकडोटैगल के कारण नागपुर-पुणे की एक उड़ान को हैदराबाद की ओर मोड़ा गया।
- पोष में 30, हैदराबाद में 43, गुजरात में 100 से ज्यादा उड़ानें रद्द होने की सूचना है। इंडियो की तरफ से कहा गया है कि यात्रियों को परेशानी से बचाने के लिए हरसंभव उपाय किए जा रहे हैं।



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राहुल बोले-केंद्र के एकाधिकार मॉडल की कीमत चुका रहे लोग

नई दिल्ली। लोकसभा में नेता प्रतिपक्ष राहुल गांधी ने इंडिगो संकट के लिए शुक्रवार को सरकार के एकाधिकार मॉडल को जिम्मेदार ठहराया। उन्होंने एक सोशल मीडिया पोस्ट में अपने 6 नवंबर के पोस्ट और एक लेख को फिर से साझा करते हुए लिखा, उड़ानों में देरी, रद्दीकरण और लाचारी के रूप में एक बार फिर आम भारतीय एकाधिकार मॉडल की कीमत चुका रहा है। भारत को हर क्षेत्र में सही प्रतिस्पर्धा का मौका मिलना चाहिए, न कि मैच-फिक्सिंग मोनोपॉली का।

कांग्रेस सांसद प्रियंका गांधी ने कहा, हम सब जानते हैं कि देश में ज्यादातर चीजें कुछ ही लोगों को हैं और यह इस सरकार के कारण हुआ है। यह ठीक नहीं है। न अर्थव्यवस्था के लिए और न ही लोकतंत्र के लिए। यह देश के लिए भी ठीक नहीं है। ब्यूरो

विमानन बाजार के लिए चेतावनी, उपभोक्ता अधिकारों पर बड़ा प्रहार नियाम-कंपनी संघर्ष, स्टाफ संरचना और बाजार प्रभुत्व के तीन स्तरों पर संकट

अमर उजाला नेटवर्क

नई दिल्ली। देश के घरेलू आसमान में इंडिगो की विशाल उपस्थिति ने जहां भारतीय विमानन को गति दी थी, वहीं मौजूदा व्यवधान ने यह भी स्पष्ट किया है कि अत्यधिक केंद्रीकरण किसी भी उद्योग के लिए कितना जोखिमपूर्ण साबित हो सकता है। पिछले कुछ दिनों की उथल-पुथल ने सामान्य यात्रियों, निवेशकों, नियामकों और प्रतिस्पर्धी कंपनियों को समान रूप से प्रभावित किया है। यह स्थिति इसलिए भी महत्वपूर्ण है क्योंकि यह सिर्फ एक एयरलाइन का परिचालन संकट नहीं बल्कि भारतीय विमानन प्रणाली की संरचनात्मक कमजोरियों को उजागर करने वाला परिदृश्य बन गया है।

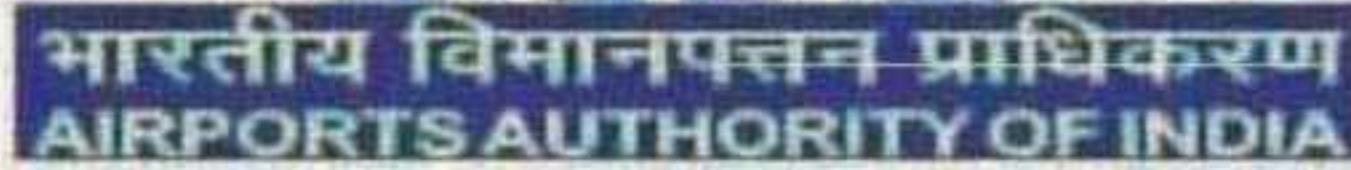
इंटरनेशनल एयर ट्रांसपोर्ट एसोसिएशन (आईएटीए) की रिपोर्ट के अनुसार भारतीय घरेलू उड़ानों में इंडिगो का प्रभुत्व वर्षों से बढ़ता रहा है। मगर यही ताकत अब बाजार की



कमजोरी बनकर सामने आई। जब अमेरिकी या यूरोपीय बाजार में कोई बड़ी एयरलाइन अवरोध का सामना करती है, वहां प्रतिस्पर्धी कंपनियां तुरंत दबाव कम कर पाती हैं। लेकिन भारतीय व्यवस्था में हाल ही में विलय, फ्लोट की कमी और नए विमानों की धीमी आपूर्ति ने संतुलन की क्षमता लगभग समाप्त कर दी है। इंडस्ट्री विश्लेषकों का मानना है कि भारतीय बाजार में यात्रियों के लिए विकल्प का दायरा अत्यंत सीमित हो चुका है। इसलिए जैसे ही इंडिगो के नेटवर्क में लय टूटी, पूरे सेक्टर में एयरफेयर अप्रत्याशित रूप से बढ़ गए। कई रूट्स पर प्रतिस्पर्धी एयरलाइंस ने अवसर देखते हुए डायनेमिक प्राइसिंग इतनी तेजी से बढ़ाई कि सामान्य

दिनों में उपलब्ध 5 से 7 हजार की टिकटें लगभग 8 से 10 गुना बढ़ गईं। यह संकेत है कि भारत में घरेलू विमानन विकेंद्रीकृत प्रतिस्पर्धा के अभाव का सामना कर रहा है।

रिपोर्ट के अनुसार संकट के दौरान सबसे अधिक नुकसान यात्रियों को हुआ, परंतु उनका संरक्षण लगभग नगण्य रहा। यही कारण है कि हालिया अव्यवस्था ने तीन बड़े सवाल खड़े किए हैं। पहला, क्या भारत को यूरोपीय देशों की तरह मजबूत पैसेंजर कंपेनसेशन कोड अपनाना चाहिए। दूसरा, क्या एयरलाइंस को फ्लाइट रद्द होने के समय स्पष्ट कारण बताना अनिवार्य होना चाहिए और क्या यात्रियों को वास्तविक समय में रीस्ट्रिंग व स्टाफिंग स्थिति की जानकारी देने का कोई पारदर्शी तंत्र बनना चाहिए। उपभोक्ता समूहों का आरोप है कि कंपनियां रद्दीकरण का खोश हमेशा यात्रियों पर डालती हैं, जबकि परिचालन जोखिम उनकी अपनी जिम्मेदारी है।



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

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एअर इंडिया की मालदीवियन एयरलाइन से समझौता, 16 द्वीपों तक पहुंच होगी आसान

नई दिल्ली। एअर इंडिया ने मालदीव की मालदीवियन एयरलाइन के साथ इंटरलाइन साझेदारी की है। इसकी वजह से अब यात्रियों को मालदीव के 16 कम ज्ञात द्वीपों तक आसान पहुंच मिलेगी। एअर इंडिया के चीफ कर्माचार्य अफिस्स निपुण अग्रवाल ने कहा कि इस समझौते से मालदीव के कम खोजे गए प्रसन्न द्वीपों के द्वार खुलेंगे। इस साझेदारी के जरिये, यात्री एअर इंडिया और मालदीवियन फ्लाइटों को एक सिंगल इटिनररी पर मिलाकर यात्रा कर सकेंगे। एअर इंडिया फिलहाल दिल्ली और माले के बीच दैनिक उड़ान संचालित करने वाली एकमात्र एयरलाइन है, जो प्रतिवर्ष 55,000 सीटें प्रदान करती है। धृरो

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उड़ानें रद्द होने से दिल्ली-एनसीआर के लोग परेशान

दिल्ली और हिंडन एयरपोर्ट से उड़ानें रद्द, इंडिगो ने मैसेज से दी जानकारी, कई यात्री एयरपोर्ट पहुंचे, कर्मचारियों ने रिफंड का आश्वासन देकर वापस भेजा

दिल्ली-एनसीआर व पश्चिमी यूपी के लोग करते हैं सफर

नई दिल्ली/गाजियाबाद। देर को सबसे बड़ी एयरलाइन इंडिगो की उड़ानें चौधे दिन भी फायल्टी की कमी और नए ड्यूटी समय सीमा नियमों की चपेट में फंस गई। दिल्ली के इंदिरा गांधी अंतरराष्ट्रीय (आईजीआई) एयरपोर्ट और गाजियाबाद के हिंडन एयरपोर्ट से सभी उड़ानें शुरुआत मध्यरात्रि तक रद्द कर दी गईं। दिल्ली में इससे करीब 230 उड़ानें प्रभावित हुईं। वहीं, हिंडन एयरपोर्ट सिविल टर्मिनल से भी इंडिगो ने सभी नौ शहरों अहमदाबाद, राय, बंगलूरु, चेन्नई, इंदौर, कोलकाता, मुंबई, पटना और काठमांडू की उड़ान सेवा अगली सूचना तक रद्द कर दी। उड़ान रद्द होने की सूचना एयरलाइंस कंपनी की ओर से यात्रियों को मैसेज के जरिए दे दी गई थी। हालांकि फिर भी कुछ यात्री एयरपोर्ट पर पहुंचे, जिन्हें अधिकारियों ने जानकारी देकर और टिकट का पैसा रिफंड होने का आश्वासन देकर लौटा दिया। एयरपोर्ट पर घंटों इंतजार के बाद गुस्सेय यात्रियों ने कर्मचारियों से तीखी नोकझोंक की, जबकि शेरांग भौदिया पर उनकी पीड़ा के वीडियो वायरल



नई दिल्ली के इंदिरा गांधी अंतरराष्ट्रीय हवाई अड्डे पर उड़ानें रद्द होने से परेशान यात्री।

हुए। इंडिगो की दिल्ली से सारी फ्लाइट रद्द होने से आईजीआई एयरपोर्ट पर स्थिति सबसे विकराल रही। सुबह से ही टर्मिनल पर लंबे-लंबे कतारें लग गईं। फ्लाइट कैमिल होने का खामियाख हजारों यात्रियों को भुगतना पड़ा। यात्री 10 से 12 घंटे तक एयरपोर्ट के अंदर ही फ्लाइट का इंतजार करते रहे। जब यात्रियों को संतोषजनक जवाब नहीं मिला तो उनका गुस्सा एयरलाइन कर्मियों पर फूट गया।

वेबसाइट पर रिफंड बटन नहीं कर रहा काम : इंडिगो ने दावा किया कि सभी रद्द उड़ानों का रिफंड मूल भुगतान मोड पर ऑटोमैटिक प्रोसेस होगा। 5 से 15 दिसंबर तक की बुकिंग पर कैमिलेशन या रीशेड्यूलिंग पर कोई चार्ज नहीं होगा। दूसरी तरफ यात्रियों शिकायत करते रहे कि वेबसाइट पर रिफंड बटन काम नहीं कर रहा।

आईजीआई और हिंडन एयरपोर्ट से इंडिगो की फ्लाइट में पश्चिमी यूपी के गाजियाबाद, नोएडा, मेरठ, मुजफ्फरनगर, सहारनपुर, हनुमानगढ़, बुलंदशहर समेत दिल्ली के यात्री भी सफर करते हैं। अभी फ्लाइट रद्द होने के कारण सबसे अधिक परेशानी पश्चिमी यूपी के शहरों के लोगों को झेलनी पड़ेगी।

बेटी के लिए मांगा सैनिटरी पैड, नहीं मिली कोई मदद

शेरांग भौदिया पर यात्रियों का गुस्सा जमकर फूटा। एक्स पर #IndGoCrisis टैग करता रहा। इस पर यात्रियों की परेशानी के वीडियो दिग्गज वायरल होते रहे। एक वायरल वीडियो में एक पिता अपनी बेटी के लिए सैनिटरी पैड्स की गुहार लगा रहे हैं, उसकी बेटी पॉरियेनस में दर्द से तड़प रही है, लेकिन कोई मदद नहीं मिल रही। एक यूजर ने लिखा इंडिगो की कैमिलेशन से यात्रियों की अधिक और मानसिक उत्पीड़न झेलना पड़ रहा। एक अन्य पोस्ट में यूजर ने लिखा कि अयोध्या से मुंबई की फ्लाइट 5 घंटे लेट, बुजुर्ग और बच्चे घंटी इंतजार कर रहे।

Govt blinks, eases roster norms as IndiGo cancels 1,000 flights

TRAVEL TURBULENCE. 'Unsafe' move says pilot union even as Centre orders inquiry

Our Bureaus

New Delhi/Mumbai

The aviation regulator rolled back the recently implemented pilot rest-period norms after widespread flight disruptions left thousands of passengers stranded, with IndiGo cancelling more than 1,000 flights on Friday.

Airports in Delhi, Chennai, Hyderabad, Bengaluru, Mumbai and Pune reported chaotic scenes, with long queues at IndiGo counters as frustrated passengers sought clarity on cancellations and delays.

TEMPORARY RELIEF

To stabilise the domestic network, the Directorate General of Civil Aviation (DGCA) granted IndiGo a temporary exemption from the revised Flight Duty Time Limitations (FDTL) norms, citing "severe rostering disruptions".

The updated FDTL norms, which came into effect on November 1, prescribe duty hours, mandatory rest periods and flight-time limits for cockpit crew to prevent fatigue. Airlines were required to fully comply with Phase II of the rollout from this month. Civil Aviation Minis-

SCHEDULE CHAOS

- Phase-II Flight Duty Time Limitations were identified as the main cause of mass cancellations and delays.
- IndiGo assures DGCA it will restore stable operations by February 10, 2026
- DGCA grants a temporary exemption for the A320 fleet from night-duty and encroaching-night-duty limits
- Regulator stresses the relaxation is a one-time measure and not a dilution of safety norms
- IndiGo to file fortnightly progress reports and a 30-day roadmap for full Phase II compliance



ter Ram Mohan Naidu said the exemption was granted to restore schedules quickly.

"Based on the immediate implementation of these directives, we expect flight schedules to stabilise by tomorrow," he said on Friday. "Complete restoration of services is expected within the next three days."

UNION CONTESTS RELIEF

The Airline Pilots' Association of India (ALPAI) strongly opposed the regulator's decision, calling it a "selective and unsafe dispensation" benefiting only one airline. In a representation to the DGCA, the union said the exemption undermines the

intent of the revised norms and "compromises scientifically established fatigue protections". The Association alleged that IndiGo had expanded its winter schedule despite being aware of Phase-II FDTL implementation timelines and is now seeking relief "under the pretext of passenger inconvenience".

GOVT ORDERS INQUIRY

In a parallel move, the Centre ordered a high-level inquiry into the disruption. "The inquiry will examine what went wrong at IndiGo, determine accountability, and recommend measures to prevent such incidents in future," the Minister said. The DGCA also

appealed for co-operation from all pilot bodies, pointing to multiple factors driving delays, including IndiGo's rostering constraints, unpredictable weather, and peak seasonal demand.

INDIGO PROMISES RESET

IndiGo CEO Pieter Elbers said: "Today, December 5, has been the most severely impacted day, with cancellations well over 1,000 — more than half of our daily flights. Earlier measures were not enough, so we decided to reboot our systems and schedules. This... is imperative for progressive improvement starting tomorrow."

Elbers said the airline expects cancellations to drop below 1,000 on Saturday and a full return to normal operations between December 10 and 15.

COMPLIANCE ROADMAP

The DGCA has directed IndiGo to submit a fortnightly progress report detailing crew utilisation, measures to improve availability, and revised rostering plans. The airline has also been asked to provide a roadmap for full Phase-II FDTL compliance within 30 days.

बिज़नेस स्टैंडर्ड

वर्ष 18 अंक 248

इंडिगो संकट के सबक

देश की सबसे अधिक बाजार हिस्सेदारी वाली विमानन कंपनी इंडिगो को नई पायलट रोस्टर नीतियों के कारण बड़ी संख्या में उड़ानें रद्द करनी पड़ी हैं, जिसने मानव संसाधन प्रबंधन पर अबाधित रोशनी डाली है। मानव संसाधन प्रबंधन इस उद्योग में कुशल और सुरक्षित संचालन के केंद्र में है। हालांकि विमानन कंपनी ने देशव्यापी अव्यवस्था के लिए माफी मांगी है लेकिन योजना के स्पष्ट अभाव पर समुचित प्रतिक्रिया की आवश्यकता है। देश की सभी विमानन कंपनियों के पास इन नियमों की तैयारी के लिए पूरा समय था। नागर विमानन महानिदेशालय यानी डीजीसीए ने जनवरी 2024 में इसकी अधिसूचना जारी करते हुए कहा था कि जून 2024 में इसे शुरू कर दिया जाएगा मगर विमानन कंपनियों ने तैयारी के लिए और समय मांगा, जिसके बाद इसे टाल दिया गया। इसके बाद डीजीसीए ने नियमों को दो चरणों में जुलाई और फिर नवंबर 2025 में लागू करने की इजाजत दी। इसका अर्थ यह है कि विमानन कंपनियों के पास नए रोस्टरिंग नियमों की तैयारी के लिए एक वर्ष का समय था।

देश के विमानन उद्योग की तेज वृद्धि को देखते हुए ये नए नियम अत्यंत महत्वपूर्ण हैं और अंतरराष्ट्रीय नागर विमानन संगठन के श्रेष्ठ व्यवहारों के अनुरूप भी हैं। ये मुख्य तौर पर पायलटों की थकान से संबंधित हैं। ध्यान रहे कि दुनिया भर में होने वाली विमान दुर्घटनाओं में से 20 फीसदी पायलटों की थकान के कारण होती है। द फ्लाइट इयूटी टाइम लिमिटेशन (एफडीटीएल) में सप्ताह में 48 घंटे आराम की बात कही गई है। इसके मुताबिक रात में केवल दो विमानों के उतरने यानी लैंडिंग की इजाजत है और इनमें मध्य रात्रि से सुबह छह बजे (पहले पांच बजे) तक होने वाली लैंडिंग शामिल हैं। लगातार ड्यूटी की अवधि भी तय की गई है। इसके अलावा विमान चालकों को उड़ान के तब समय से एक घंटे से अधिक अवधि तक उड़ान भरने की इजाजत नहीं है। जो चालक बहुत लंबी दूरी को उड़ान भरते हैं उन्हें दो लगातार उड़ानों के बीच कम से कम 24 घंटे का आराम देने की बात भी इसमें शामिल है।

आसानी से समझा जा सकता है कि इन आवश्यकताओं के लिए विमानन कंपनियों को अपने बहां पायलट और अन्य कर्मचारियों की भर्ती तेज करनी होगी। वास्तव में ऐसा केवल एफडीटीएल के मानक की वजह से ही नहीं करना होगा। इंडिगो 1,000 से अधिक नए विमान खरीदने वाली है और एयर इंडिया करीब 500 विमानों का ऑर्डर दे रही है। छोटी विमानन कंपनियां भी विस्तार कर रही हैं। ऐसे में निकट भविष्य में प्रशिक्षित पायलटों की मांग 20,000 को पार कर सकती है। वर्तमान में पायलटों की कमी मांग और आपूर्ति के असंतुलन की वजह से कम है और समय-समय पर विमानन कंपनियों द्वारा भर्तियां धीमी करने की वजह से ज्यादा है। विमानन क्षेत्र में मांग कुछ समय के लिए ही बढ़ती है, जिसकी वजह से इंडिगो जैसी बड़ी विमानन कंपनियां सभी विभागों में न्यूनतम कर्मचारियों के साथ काम करती हैं। फेडरेशन ऑफ जॉइंटवन पायलट्स ने इस विमानन कंपनी पर भर्तियां रोकने का आरोप लगाया है और डीजीसीए से आग्रह किया है कि जब तक विमानन कंपनियों के पास सुरक्षित और भरोसेमंद परिचालन के लिए पर्याप्त कर्मचारी न हों तब तक उनके सौजन्य उड़ान कार्यक्रमों को मंजूरी न दी जाए।

दूसरी विमानन कंपनियों को इतने बड़े पैमाने पर दिक्कत नहीं हुई इसलिए यह दलील कुछ हद तक सही भी लगती है। मगर कंपनी कह सकती है कि प्रशिक्षण संस्थानों से निकले पायलटों की गुणवत्ता तेज भर्तियों की राह में बाधा है। इस साल के आरंभ में डीजीसीए ने उड़ान प्रशिक्षण संस्थानों की रैंकिंग जारी की और बताया कि कोई भी शीर्ष श्रेणी (ए+ और ए) में नहीं पहुंच पाया और ज्यादातर बी तथा सी श्रेणी में रहे। इसका मतलब है कि विमानन कंपनियां नियमित भर्ती करना चाहें तो भी गुणवत्ता की वजह से वे ऐसा नहीं कर सकतीं। साथ ही नए पायलटों के प्रशिक्षण या मई में विदेशी पायलटों की भर्ती का आर्थिक बोझ भी उनके लिए मुश्किल होता है। कुल मिलाकर यह संकट बताता है कि विमानन क्षेत्र में मानव संसाधन की जरूरतों, उनकी उपलब्धता और प्रशिक्षण पर व्यापक ध्यान देने की आवश्यकता है।

पायलटों के लिए नए नियम 2 माह तक स्थगित

दीपक पटेल
नई दिल्ली, 5 दिसंबर

नागरिक उड्डयन मंत्रालय ने इंडिगो के परिचालन में अफरा-तफरी को खत्म करने के लिए उड़ान ड्यूटी के समय संबंधी (एफडीटीएल) नियमों को दो महीने के लिए निलंबित करने का निर्णय लिया है। इन नियमों के तहत पायलटों के लिए बेहतर काम के घंटे तय किए गए हैं। मगर पायलटों की कमी के कारण इंडिगो का परिचालन बुरी तरह प्रभावित हो गया।

यह फैसला शुक्रवार को उड़ानों के रद्द होने में अचानक हुई बढ़ोतरी के बाद लिया गया। इंडिगो ने अपनी करीब 2,300 दैनिक उड़ानों में से 1,000 से अधिक उड़ानों को रद्द कर दिया। इसमें दिल्ली से घरेलू मार्गों पर निर्धारित सभी 243 प्रस्थान, मुंबई से 196 दैनिक उड़ानों से 80 से 85 फीसदी उड़ान और चेन्नई से करीब 98 उड़ान शामिल हैं।

नागरिक उड्डयन मंत्री राम मोहन नायडू ने कहा कि सुरक्षा से किसी तरह का समझौता किए बिना नए एफडीटीएल नियमों को निलंबित करने का फैसला लिया गया है। यह निर्णय पूरी तरह यात्रियों, खासकर वरिष्ठ नागरिकों, छात्रों, मरीजों एवं अन्य



यात्री परेशान

■ इंडिगो ने अपनी करीब **2,300** दैनिक उड़ानों में से **1,000** से अधिक उड़ानों को रद्द कर दिया जिससे यात्री मुश्किल में फंस गए

■ सुरक्षा से किसी तरह का समझौता किए बिना नए एफडीटीएल नियमों को निलंबित करने का निर्णय

लोगों के हित में लिया गया है जो अपनी जरूरतों के लिए समय पर हवाई यात्रा पर निर्भर हैं।

इस बीच, पायलटों के एक यूनियन एयरलाइन पायलट्स एसोसिएशन ऑफ इंडिया (एएलपीए) ने इस निलंबन के

खिलाफ नागरिक उड्डयन महानिदेशालय (डीजीसीए) को पत्र लिखा है। पत्र में कहा गया है कि इंडिगो के पायलटों को अब कम आराम और अधिक थकान के साथ उड़ान भरना पड़ेगा। इससे यात्रियों के लिए जोखिम बढ़ जाएगा।

डीजीसीए ने सभी पायलट एसोसिएशन को पत्र लिखकर अनुरोध किया कि वे भरपूर सहयोग करें ताकि यात्रियों को अधिक परेशानी न हो। आम तौर पर हर साल यह सीजन कोहरे से होने वाली रुकावटों, छुट्टियों की यात्रा और शादी-ब्याह के कारण भीड़भाड़ वाला होता है।

नायडू ने कहा कि सरकार ने इस गड़बड़ी की उच्चस्तरीय जांच शुरू कर दी है। उन्होंने कहा, 'जांच में यह भी पता लगाया जाएगा कि इंडिगो में गलती कहां हुई। जरूरत पड़ने पर उचित कार्रवाई के लिए जवाबदेही तय की जाएगी।' चार सदस्यीय समिति को 15 दिनों के भीतर अपनी रिपोर्ट जमा करने के लिए कहा गया है ताकि आवश्यक नियामकीय कार्रवाई शुरू की जा सके। डीजीसीए ने इंडिगो से कहा कि वह 7 से 10 दिनों के लिए अपनी वाणिज्यिक उड़ानों के लिए नियामक के 12 फ्लाइट ऑपरेशंस इंस्पेक्टरों का इस्तेमाल कर सकती है।

इंडिगो की उड़ानें रद्द, मुसाफिर पस्त

अभिजित कुमार और अक्षरा श्रीवास्तव
नई दिल्ली, 5 दिसंबर

हवाई अड्डों पर फंसे यात्रियों और शुक्रवार एवं शनिवार को हवाई यात्रा की तैयारी कर रहे लोगों की मुश्किलें बढ़ गई हैं। इंडिगो की उड़ानें रद्द होने के कारण उन्हें आपातकालीन वैकल्पिक व्यवस्था करने सलाह दी गई है। इंडिगो ने आज दिल्ली से सभी घरेलू उड़ानें और मुंबई एवं बेंगलूरु सहित अन्य हवाई अड्डों से कई मार्गों की उड़ानें रद्द कर दीं। इंडिगो की उड़ानें रद्द होने के कारण अन्य विमानन कंपनियों के किराये आसमान छूने लगे हैं जिससे यात्रियों को दोहरा झटका लगा है। एयर इंडिया और स्पाइसजेट की दिल्ली से बाहर की उड़ान के लिए कुछ मार्गों पर एक तरफ का किराया 1 लाख रुपये से भी अधिक हो गया है। विमानन कंपनी द्वारा अतिरिक्त क्षमता जोड़े जाने के बावजूद कुछ मार्गों पर टिकटें पूरी तरह बिक चुकी हैं।

इलाहाबाद की रहने वाली निधि यादव ने बताया, 'मेरी 12 साल की बेटी की सर्दियों की छुट्टी कल से शुरू हो रही है। वह देहरादून के वेल्हम गर्ल्स स्कूल में पढ़ती है। हम कल देर रात से पहले उसके पास नहीं पहुंच सकते क्योंकि लखनऊ-दिल्ली-देहरादून उड़ान रद्द हो गई है और अब उसे लेने के लिए हम सड़क मार्ग से जा रहे हैं। इसमें करीब 14 घंटे लगेंगे।' उन्हें लखनऊ हवाई अड्डा जाते समय अपनी उड़ान रद्द होने का मैसेज मिला। उन्होंने कहा, 'मैं सोच भी नहीं सकती कि हवाई अड्डे के अंदर क्या हाल होगा। मुझे यह भी नहीं मालूम है कि वापसी के लिए हमारी उड़ान का क्या होगा। ऐसे में लोगों की मदद के लिए सरकार को कुछ करना चाहिए।'

दिल्ली की 29 वर्षीय एक वकील 4 दिसंबर को प्रयागराज गई थीं। मगर घर वापस आने के लिए वह अधिक किराया देने के लिए मजबूर हैं। उन्होंने कहा, 'दिल्ली-प्रयागराज मार्ग पर केवल इंडिगो की ही उड़ान है। दूसरा विकल्प वाराणसी या लखनऊ जाकर दिल्ली के लिए उड़ान भरना है। मगर एयर इंडिया जैसी विमानन कंपनियां अब इन मार्गों पर 80,000 रुपये तक वसूल रही हैं।' उन्होंने कहा कि रात भर चलने वाली बसें या इंटरसिटी कैब जैसे विकल्प सुरक्षित नहीं लगते हैं। उन्होंने कहा, 'ट्रेनों में आरक्षित सीटें मिलना भी एक चुनौती साबित हो रहा है।'

उड़ानों के रद्द होने से हजारों यात्री प्रभावित हुए हैं। इसे देखते हुए उत्तर रेलवे ने नई दिल्ली से चंडीगढ़ और अमृतसर जाने वाली शताब्दी ट्रेनों और जम्मू से डिब्रूगढ़ जाने वाली राजधानी एक्सप्रेस ट्रेनों में कोचों की संख्या बढ़ा दी है। मगर दिल्ली से मुंबई जाने वाली सेवाओं में रविवार (7 दिसंबर) तक कोई सीट उपलब्ध नहीं है।



इंडिगो ने शुक्रवार को दिल्ली से सभी घरेलू उड़ानें और मुंबई एवं बेंगलूरु सहित अन्य हवाई अड्डों से कई मार्गों की उड़ानें रद्द कर दीं। इससे यात्रियों की दिक्कतें बढ़ गईं। फोटो: पीटीआई

सोमवार से आगे यात्री केवल तत्काल कोटे के तहत बुकिंग करने की कोशिश कर सकते हैं जहां उपलब्धता अंतिम समय में टिकटों के रद्द होने पर निर्भर करती है। अगले शनिवार तक ट्रेनों में कोई कन्फर्म सीट उपलब्ध नहीं दिखाई दे रही है।

हालांकि रेलवे ने कहा है कि अधिक व्यवस्था की जा रही है क्योंकि यात्रियों को वैकल्पिक व्यवस्था करने या अन्य उड़ानों पर आसमान छूते किराये देने के लिए मजबूर होना पड़ा है।

दिल्ली से बेंगलूरु के लिए एयर इंडिया की वन-स्टॉप उड़ान का किराया शुक्रवार रात के लिए 1.02 लाख रुपये था, जबकि अकासा एयर ने उसी मार्ग पर लगभग 39,000 रुपये का किराया बताया। दिल्ली-मुंबई मार्ग पर एयर इंडिया की टिकटें 60,000 रुपये में बिक रही थीं, एयर इंडिया एक्सप्रेस पर चेन्नई-दिल्ली का हवाई किराया 41,000 रुपये तक पहुंच गया और स्पाइसजेट ने उसी मार्ग पर 69,000 रुपये का किराया बताया।

दिन के आखिर में स्पाइसजेट ने फंसे हुए यात्रियों के लिए दिल्ली और मुंबई से नई उड़ानों की घोषणा की, लेकिन किराये में तेजी बरकरार रही। विमानन कंपनी की वेबसाइट के अनुसार, मुंबई से दिल्ली के लिए रात 11:05 बजे और 11:10 बजे की उड़ान के लिए एक तरफ का किराया 40,599 रुपये और 34,299 रुपये था। इस मार्ग पर सामान्य दिनों में किराया 4,000 रुपये से 7,000 रुपये के दायरे में होता है।

Govt grounds new pilot rest rules for 2 mths as IndiGo crisis deepens

DEEPAK PATEL
New Delhi, 5 December

The Ministry of Civil Aviation (MoCA) on Friday suspended implementation of new flight duty time limitation (FDTL) rules, designed to ensure more humane pilot work hours, to stabilise operations at India's largest airline, IndiGo, where disruptions have spiralled nationwide. The relief has been provided until February 10.

Moreover, in an unprecedented move, the Directorate General of Civil Aviation (DGCA) told IndiGo it may use the regulator's 12 flight operations inspectors (FOIs) for a 7-10 day period "to support crew scheduling and operational requirements." These FOIs are IndiGo pilots currently posted with the regulator as inspectors, and are normally barred from operating commercial flights to avoid conflicts of interest.

These moves followed a spike in cancellations by the airline. IndiGo scrapped well over 1,000 flights, out of about 2,300 daily operations, on Fri-

PAGE 2 Stranded flyers face brunt of IndiGo turmoil

Instances of torment emerged of flyers stranded in airports and those planning to fly on Friday and Saturday making emergency arrangements, after IndiGo cancelled all domestic flights from Delhi and a large chunk from other airports. Air fares on Air India and SpiceJet flights soared past ₹1 lakh one-way on some routes, and even those showed "sold out" despite the airlines adding capacity.

day, including all 243 domestic departures from Delhi, an estimated 80-85 per cent of its 196 daily flights from Mumbai, and around 98 flights from Chennai.

Civil Aviation Minister Ram Mohan Naidu said in a statement that the decision to put new FDTL rules in abeyance was made "without compromising safety" and solely in the interest of "passengers, especially senior citizens, students, patients, and others who rely on timely air travel for essential needs."

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“...IT WILL TAKE SOME TIME TO RETURN TO A FULL NORMAL SITUATION, WHICH WE ANTICIPATE BETWEEN DECEMBER 10 AND 15”

Peter Elbers, CEO, IndiGo



Govt grounds new pilot rest rules for now

The Airline Pilots' Association of India pushed back, writing to the DGCA that "IndiGo pilots will now fly with reduced rest and increased fatigue, placing their passengers at elevated risk."

The DGCA, in a separate letter to all pilot groups, "earnestly requested" full cooperation to ensure passengers aren't further inconvenienced during a period routinely hit by fog, holiday demand and wedding-season traffic.

Naidu said a high-level inquiry has been launched to determine what went wrong at IndiGo, identify accountability and recommend measures to prevent future disruptions. Flight schedules are expected to stabilise by tomorrow with "complete restoration of services" anticipated within three days, he said.

The revised FDTL rules entered their second and final phase on November 1, activating seven clauses deferred during July's roll-out. Phase II tightened limits on pilot duty during the early-morning "window of circadian low" (roughly 0200-0600 hours), when fatigue risk peaks. Under Para 3.11, "night duty" covers any duty overlapping 0000-0600 in a pilot's acclimatised time zone; Para 6.1.4 caps flight time in such periods at 8 hours, total duty at 10 hours, and typically limits pilots to two landings.

IndiGo told the DGCA the "massive flight cancellations/delays" stemmed from its failure to anticipate the impact of Phase II FDTL norms on its roster from November 1. The carrier admitted its crew planning was "insufficient" and "indicated" that new recruitment will take place in the coming days to meet required standards, the regulator said.

The DGCA noted the Delhi High Court issued its order on the new rules in April, and that the regulator issued "repeated" directions to IndiGo from "time to time" to prepare for implementation.

In a video message Friday evening, IndiGo CEO Peter Elbers said the airline opted to reboot all systems and schedules on Friday, triggering its highest cancellations yet but essential for "progressive improvements" from tomorrow. "With these actions we expect tomorrow to have cancellations below 1,000. The support of DGCA in providing specific FDTL implementation relief is of great help," he said. "Still, there is a lot of work in progress, but going forward from here, in alignment with the MoCA and DGCA, we expect to further improve every day. Given the size, scale and complexity of our operations, it will take some time to return to a full normal situation, which we anticipate

between December 10 and 15," the CEO said.

After deliberations with the ministry, the DGCA said it suspended the new rules as a one-time measure to stabilise the national aviation network and restore passenger services. The exemption, valid until February 10, is "solely" to stabilise flight operations and shouldn't be seen as a dilution of safety, it said, adding it reserves the right to withdraw the relief at anytime.

The DGCA has asked IndiGo to file a progress report every 15 days detailing crew utilisation rates, steps to increase crew availability, operational fixes to improve reliability and changes in crew planning and rostering.

Indian Railways' Northern Railway zone has increased capacity on several services to accommodate passengers affected by the IndiGo disruptions. One AC 3-tier coach has been added to the Dibrugarh Rajdhani Express (12424/23) and the Jammu Tawi Rajdhani Express (12425/26). One chair-car coach has been added to the Chandigarh Shatabdi Express and the New Delhi Swarna Jayanti Shatabdi Express, which links the capital with Amritsar. "Further arrangements are under planning," the Railways said.

(With inputs from Dhruvika Saha)



Corporate Communications Directorate

BUSINESS STANDARD

DELHI

6 DECEMBER 2025

Stranded flyers face brunt of IndiGo turmoil

Following flight cancellations, airfares of Air India, Akasa, Spicejet rise exponentially, dealing a double blow

ADHJEET KUMAR &
AKSHARA SRINIVASA
New Delhi, 5 December

Instances of torment emerged of flyers stranded in airports and those planning to fly on Friday and Saturday making emergency alternative arrangements, after IndiGo cancelled all domestic flights from Delhi and a large chunk from other airports including Mumbai and Bengaluru.

Flyers faced a double blow as air fares on Air India flights out of Delhi and those of SpiceJet soared past ₹1 lakh one-way on some routes, and even those showed "sold out" despite the airlines adding capacity.

Disruption spread well beyond Delhi. As against more than 220 IndiGo flights cancelled in the capital, it was over 100 in Bengaluru and nearly 90 in Hyderabad.

"My 12-year-old daughter's winter leave begins tomorrow (Saturday). She's in Welham Girls School, Dehradun, but we can't get to her before late night tomorrow because the Lucknow-Delhi-Dehradun flight was cancelled and now we're going by road, which will be a 14-hour journey," said Nidhi Yadav, a Prayagraj resident who got a message from IndiGo about her flight being cancelled while she was on her way to Lucknow airport.

"I can't imagine what would be the scene inside the airport. I

don't even know if our return flights will be operational. The government should intervene in this," she added.

Aditya Chheda, 21-year-old VIT Vellore graduate, had to face an 18-hour ordeal at Chennai airport before he could board his flight to Mumbai. "My flight was delayed multiple times from 10.30 pm on December 4 to finally 11 am today (December 5). People were sleeping on the floor, there was chaos at every gate, people trying to reschedule flights," he said, claiming that some flights had several empty seats.

For a 29-year-old Delhi-based lawyer who flew to Prayagraj for a legal representation on December 4, flying back home is proving to be tough. "IndiGo is the only flight on the Delhi-Prayagraj route and the only other options are to either drive to Varanasi or Lucknow and fly to Delhi from there, but operators like Air India are charging up to ₹10,000 on these routes now," she said, adding that options like overnight buses or intercity cabs did not feel like safe options. "Getting a reservation in trains is proving to be tough. This is a nightmare because I have to constantly keep checking for updates on flight schedules, cancellations, etc," she said.

The Northern Railways increased the number of coaches across multiple trains, but train service from Delhi to

Mumbai showed no seats available through Sunday (December 7). From Monday, passengers can only attempt booking under the Tatkal quota, where availability depends on last-minute cancellations. Trains till next Saturday show no confirmed seats available.

Travellers were left dealing with making alternative arrangements or paying high fares on other flights.

An Air India one-stop flight from Delhi to Bengaluru for Friday night was priced at ₹1.02 lakh while Akasa Air quoted around ₹32,000 on the same route. Delhi-Mumbai seats on Air India were selling at ₹60,000 while Chennai-Delhi tickets on Air India Express climbed to ₹41,000, and SpiceJet quoted ₹69,000 on the same route.

Later in the day, SpiceJet announced new flights from Delhi and Mumbai to absorb stranded passengers, but prices remained elevated. According to the airline's website, its 11:05 pm and 11:10 pm flights from Mumbai to Delhi were listed at ₹41,999 and ₹34,299 one-way. Regular fares on this corridor typically range between ₹4,000 and ₹7,000.

A leading travel aggregator playersaid spot bookings for alternative airlines like Air India Express, Air India, and SpiceJet had gone up after flight cancellations were announced.



Passengers interact with IndiGo officials at Swami Vivekananda Airport in Raipur, Chhattisgarh, late Thursday

PHOTO: IPI

The most affected routes, said the platform, are Delhi-Mumbai, Delhi-Bengaluru, Mumbai-Delhi, and Bengaluru-Delhi. For shorter-distance destinations like Delhi-Jaipur and Delhi-Chandigarh, people are choosing to take their cars or hire cabs.

Prices appear to remain high over the weekend as well. On Sat-

urday (December 6), a Delhi-Bengaluru SpiceJet connection with a halt at Mumbai was priced at ₹88,460 while Air India listed ₹40,280 for the same route.

On the Delhi-Mumbai route, SpiceJet showed fares at ₹48,972 for an evening flight, while Air India's rates spanned from ₹25,161 to ₹91,400, depending on the

booking class. Akasa Air's website displayed "sold-out seats" for Saturday flights. However, for Sunday, Delhi-Bengaluru was priced at ₹48,500 and Delhi-Mumbai at ₹29,300.

The scale of pricing anomalies domestically became stark when compared to international routes.

सबसे बड़ा विमानन संकट • कोविड के बाद पहली बार देश में एक साथ इतनी उड़ानें कैंसिल

इंडिगो की मनमानी से सांसत में देश

समस्या... एक दिन में 1000 उड़ानें रद्द, 4 दिन में 3 लाख यात्री सीधे प्रभावित | **सुधार...** नाइट लैंडिंग, नाइट ड्यूटी नियमों में सरकार ने छूट दी; जांच टीम भी बनाई | **संशय...** मंत्री बोले- 3 दिन में सब सामान्य होगा, इंडिगो ने कहा- अभी 10 दिन लगेंगे

भारत न्यूज़ | नई दिल्ली

देश की सबसे बड़ी विमानन कंपनी इंडिगो का ऑपरेशन शुक्रवार को पूरी तरह लड़खड़ा गया। एक दिन में 1,000 से ज्यादा उड़ानें रद्द करनी पड़ी। पहली बार दिल्ली एयरपोर्ट से सभी घरेलू प्रस्थान रोक दिए गए। चार दिनों में रद्द उड़ानों की संख्या 2,000 से ज्यादा हो गई। करीब 3 लाख यात्री सीधे प्रभावित हुए। इस संकट की वजह इंडिगो द्वारा फ्लाइट ड्यूटी टाइम लिमिटेशन (FDL) के नियम लागू करने में चूक रही। पायलटों की उपलब्धता घटी और एयरलाइन 2,300 फ्लाइट प्रति दिन वाला नेटवर्क संभाल नहीं पाई। एयरपोर्ट्स पर दिनभर अफ़रा-तफ़री रही। संकट ऐसे समय में हुआ जब शादी, क्रिसमस व न्यू-इयर का पीक सीजन है। इंडिगो पर लापरवाही व एकाधिकार का परचम उठाकर मनमानी के आरोप भी लग रहे हैं। इस संकट के बीच कई घरेलू रूट पर शनिवार का किराया 4-6 गुना तक बढ़ गया। विशेषज्ञों ने इसे 'ब्लैक मार्केटिंग' बताते हुए नियंत्रण की मांग की है।

स्थिति बिगड़ने पर डीजीसीए ने इंडिगो को 10 फरवरी 2026 तक कई अस्थायी छूट दे दीं। डीजीसीए ने गड़बड़ियों के लिए इंडिगो को रोस्टर प्लानिंग, निगरानी और कंप्लायंस को जिम्मेदार ठहराया है। नए FDL नियम 2024 में घोषित हुए थे। इस बीच, इंडिगो के सीईओ ने कहा, 10 दिन में संचालन सामान्य हो जाएगा। दूसरी ओर, पायलटों के संगठन ने इंडिगो को विरोध छूट देने को विमानन सुरक्षा से समझौता और भविष्य के लिए खतरनाक मिश्राल बताया है।



तो सबकुछ जो आपके लिए जानना जरूरी है

पायलटों से जुड़े इन नियमों में सरकार ने इंडिगो को 10 फरवरी तक छूट दी है...

वीकली रेस्ट: सात दिन काम के बाद 48 घंटे रेस्ट। छुट्टी वीकली रेस्ट नहीं मानी जाएगी। अब पहले की तरह 36 घंटे रेस्ट। छुट्टी भी रेस्ट में।
नाइट शिफ्ट: लगातार 2 रात से ज्यादा ड्यूटी नहीं। अब जरूरत पर दो से ज्यादा ड्यूटी संभव।
नाइट लैंडिंग: नए नियम में सिर्फ 2 की अनुमति थी। पर छूट के बाद पहले की तरह 6 लैंडिंग संभव।
नाइट-टाइम: रात 12 बजे से 6 बजे तक हुआ था। अब फिर नाइट टाइम रात 12 से 5 बजे तक।
पायलट: ट्रेनिंग, इम्पेक्शन में लगे पायलट उड़ान ड्यूटी नहीं कर सकते थे। इस पर भी अस्थायी छूट।

राहत क्या... सरकार ने इंडिगो को निर्देश दिया- रद्द उड़ानों का ऑटो रिफंड जारी हो

- संकट से निपटने के लिए केंद्र सरकार ने कंट्रोल रूम शुरू किया है। नंबर 011-24610843, 011-24693963, 09650391859 हैं।
- उड़ान रद्द होने पर पूर्ण रिफंड देने का निर्देश।
- दिव्यांगों-बुजुर्गों को विरोध रद्द, बहुत देरी होने पर होटल और रिफ्ल-टाइम अपडेट देने के निर्देश।
- नियमानुसार फ्लाइट कैंसिल या 6 घंटे से ज्यादा लेट होने पर पूरा किराया वापस करने या दूसरी फ्लाइट से यात्रा करने का नियम है।
- रात 8 बजे से सुबह 3 बजे की उड़ान 6 घंटे से ज्यादा लेट हो, तो होटल-एयरपोर्ट ट्रांसपोर्ट।

200 नए पायलट भर्ती हों तो भी ट्रेनिंग में 6 माह लगेंगे

भास्कर एक्सपर्ट **हर्यवर्धन**
एयरलाइन कंसल्टेंट

- इंडिगो जिस नियम को जिम्मेदार बता रहा है उसका पहला चरण इस साल 1 जुलाई और दूसरा 1 नवंबर से लागू हुआ। लागू होने के 1 महीने बाद ऐसा होना, इंडिगो को नाकामी है। सीईओ ने माना कि 200 पायलट कम हैं। फिर बड़ा शेड्यूल क्यों बनया?
- नए नियम में कंपनी को 200 नए पायलट रखने पड़ते। इससे 250 से 300 करोड़ रु. भार पड़ता। अब इंडिगो को 10 फरवरी तक फ्रीरी छूट मिल गई।

भास्कर हस्तक्षेप

ऐसे वक्त में यात्रियों से 6 गुना किराया लूटने की छूट क्यों?

अरुण चौहान

एयरपोर्ट्स पर बेहतर यात्रियों की सुविधाओं और उनके हर्द की कहानी विचलित कर रही है। लेकिन नाकाय सरकारी सिस्टम और मुनाफाखोर विमान कंपनियों को इससे कोई फर्क नहीं पड़ रहा। करीब 65% घरेलू एविएशन सेक्टर पर काबिज इंडिगो की मनमानी इस कदर बढ़ी है कि चार दिन में दो हजार से अधिक उड़ानें कैंसिल करने के बाद यही कंपनी तीन से छह गुना तक किराया वसूल रही है। सिविल एविएशन मंत्रालय इतना सहस्र भी नहीं जुटा पाया कि विमान कंपनियों को इस संकट में लूट से रोक सके।

यह कोई अचानक आई आपदा नहीं थी। देश में रोज लगभग 3100 फ्लाइट्स से करीब साढ़े चार लाख यात्री सफर करते हैं। लेकिन महज चार दिन में देश में भीषण हवाई अराजकता खड़ी करके इंडिगो ने सुरक्षित विमान यात्रा और पायलटों की सहायता के उस नियम से फिलहाल आजर्दी पा ली, जिसे सरकार ने एक साल पहले घोषित कर दिया था। तैयारी के लम्बे वक्त के बावजूद एक तरह से 'ब्लैकमार्केटिंग' कर इंडिगो ने अपनी बात मनवा ली। विमानन कंपनियों के हथों सिस्टम ऐसा बंधक बना है कि सरकार वे खोजने की हिम्मत नहीं जुटा पाई कि नए नियमों के फलन के लिए पायलटों की भर्ती से ऑपरेशनल तैयारी तक क्या किया गया? बेशर्मा ऐसी कि व्यवस्था चरमराने के बाद भी डीजीसीए ने इंडिगो पर जुर्माने की जरूरत नहीं समझी।

ये कैसे बिहंबना है कि देश में घरेलू उड़ानों के विस्तार, छोटे शहरों की कनेक्टिविटी, उड़ान के सपने बेचे जाते हैं। पर कंपनियों को छूट मिल जाती है कि वे सिस्टम को बंधक बनाकर यात्रियों को या तो कैंसिलेशन दें या छह गुना किराया। यह सेवाओं का विस्तार नहीं-भरोसे की क्रेश-लैंडिंग है।

- हर कंपनी डीजीसीए को उड़ान शेड्यूल भेजती है। इसमें बताते हैं कि कौन से स्टाफ, किस सेक्टर, किस प्रीक्वैसी में संचालन करेंगे। डीजीसीए को इसकी पूरी जांच करनी होती है। उसमें भी गैप दिखा है।
- यह समस्या अभी सुलझाने वाली नहीं। 200 नए फर्स्ट पायलट की भर्ती के लिए समय चाहिए। भर्ती के बाद ट्रेनिंग व लाइसेंसिंग में 6 से 8 महीने लगते हैं। इंडिगो को शेड्यूल में कटौती करनी होगी। अभी से कैंसिलेशन घोषित करें, ताकि रोज यात्री परेशान न हों। (जैस अनिरुद्ध शर्मा को बताया)

सेफ्टी मैटर्स फाउंडेशन के सर्वे में खुलासा 95% पायलट 'असुरक्षित थकान' में उड़ा रहे हैं विमान

एम. रिवाज हारामी | नई दिल्ली

इंडिगो संकट ने एविएशन सिस्टम के वर्क-कल्चर में खामियों को सामने ला दिया है। रिकॉर्ड बताते हैं कि उड़ानों के 61% कैंसिलेशन का कारण 'कू की कमी' या एफडीटीएल (फ्लाइट एंड ड्यूटी टाइम लिमिटेशन) का पार होना था। लेकिन जांच बताती है कि यह 'कू की कमी' दरअसल एक सतह पर दिखने वाला लक्षण है, जबकि असली समस्या 'फटीग', यानी पायलट की थकान है, जिसे एयरलाइंस बताती नहीं और डीजीसीए पृष्ठ नहीं।

'भास्कर' इन्वेस्टिगेशन के दौरान सेफ्टी मैटर्स फाउंडेशन के 2022 और 2024 के दो बड़े सर्वे सामने आए। सर्वे में 95% पायलट 'असुरक्षित स्तर' की थकान में पाए गए। 66% पायलट ने स्वीकार किया कि वे कॉकपिट में अपने सहायोगी को बिना बतए सो चुके हैं। 54% गंभीर दिन की नींद और 41% मध्यम स्तर की नींद संबंधी समस्या से ग्रस्त मिले। 71% पायलटों ने माना- ऐसे मौके आए, जब उन्हें उस स्थिति में कॉकपिट में नहीं होना चाहिए था। एक पायलट ने कहा, 'रेस्टर्स लीगल हैं, लेकिन मानवीय नहीं।' भारत में एफडीटीएल नियम पायलट को सप्ताह में 60 घंटे तक काम की अनुमति देते हैं। डब्ल्यूएचओ इसे मानव शरीर के लिए जोखिम भरा बताता है, जिससे दिल की बीमारियों और न्यूरो-कॉग्निटिव गिरावट का खतरा बढ़ता है। सूत्र बताते हैं कि भारतीय एयरलाइंस में 'मालिकाना शेड्यूलिंग मॉडल' चल रहा है। यह मॉडल एयरलाइन को मुनाफा देता है, लेकिन पायलटों पर भारी पड़ता है।

शिफ्ट रोटेशन से पायलटों को तनाव

84% पायलटों के अनुसार सबसे बड़ा तनाव है- दिन रात बदलते शिफ्ट रोटेशन, लंबी रात की उड़ानें (रेड-आई सेक्टर) और कम आराम अवधि। इसका नतीजा यह है कि सिस्टम कागज पर 'कानूनी' दिखता है, लेकिन पायलट 'मानवीय सीमा' से बाहर धकेल दिए जाते हैं। थकान रिपोर्ट करने का डर इस संकट को और गहरा बनाता है। 'अर्नॉफ्ट टू फ्लाई' दर्ज होने पर पायलट के फ्लाईंग आवर्स कम होते हैं, इन्टीमेंट प्रभावित होता है और कॉन्ट्रैक्ट एक्सटेंशन जोखिम में आ जाता है। कई पायलट ऑफ-रिकॉर्ड मानते हैं, 'थकान रिपोर्ट करने का मतलब है खुद को खतरे में डालना- सुरक्षा को नहीं।' इसका अर्थ यह हुआ कि वास्तविक फटीग एयरलाइन के रिकॉर्ड में दिखता ही नहीं और सिस्टम इस ध्रम में रहता है कि सब कुछ सामान्य है।

बेंगलुरु कैंश से भी सबक नहीं लिया

2010 में बेंगलुरु में एयर इंडिया एक्सप्रेस कैंश में थकान को एक बड़ा कारण माना गया था। पूरी दुनिया में 21 से 23% बड़े विमान सबसे थकान से जुड़े हुए हैं। कैंश की जांच से एक रोगी खड़े कर देने वाली डिटेल सामने आई थी। कॉकपिट वॉयस रिकॉर्डर से पता चला कि कैप्टन फ्लाइट के दौरान लगभग एक घंटा 40 मिनट तक सो रहे थे। यह दिखाता है कि थकान के नतीजे कितने वास्तविक और भयानक हो सकते हैं।

दून से इंडिगो की 12 फ्लाइट कैंसिल, एयरपोर्ट पर फूटा यात्रियों का गुर्रसा

दिल्ली, हैदराबाद, कोलकाता और मुंबई जैसे बड़े शहरों की फ्लाइट शामिल थी

■ नवम्बर में इंडिगो ने अपने नेटवर्क में कुल 1,232 उड़ानें रद्द की थी

देहरादून, 5 दिसम्बर (देशबन्धु)। देश की सबसे बड़ी एयरलाइंस इंडिगो इन दिनों भारी अव्यवस्थाओं से जूझ रही है। बीते चार दिनों से इंडिगो की उड़ानें या तो देरी से उड़ रही हैं, खरना रद्द हो रही हैं, जिससे यात्रियों का गुर्रसा चरम पर है। शुक्रवार पांच दिसंबर को अकेले देहरादून से इंडिगो की 13 उड़ानें रद्द हुईं हैं।

देहरादून से शुक्रवार पांच दिसंबर को इंडिगो की जो उड़ानें रद्द हुईं हैं, उनमें दिल्ली, हैदराबाद, कोलकाता और मुंबई जैसे बड़े शहरों की फ्लाइट शामिल थी। इंडिगो की फ्लाइट कैंसिल होने से देहरादून के जीलीग्रॉन्ट एयरपोर्ट पर यात्रियों में गुर्रसा और नाराजगी देखने को मिली।

इस बारे में ज्यादा जानकारी देते हुए देहरादून जीलीग्रॉन्ट एयरपोर्ट के



डायरेक्टर भूपेश नेगी ने बताया कि इंडिगो ने आज के लिए देहरादून हवाई अड्डे पर सभी उड़ानें रद्द कर दी हैं। प्रभावित यात्रियों की सहायता के लिए इंडिगो द्वारा हवाई अड्डे पर एक हेल्प डेस्क स्थापित किया गया है। लगभग 100 यात्री एयरपोर्ट पर मौजूद हैं, जिनकी मदद इंडिगो और एयरपोर्ट अथॉरिटी कर रही है।

जानकारी के मुताबिक देश की सबसे बड़ी एयरलाइन इंडिगो फिलहाल अपने सबसे बड़े ऑपरेशनल संकट का सामना कर रही है। इंडिगो को एक दिन में 500

से ज्यादा उड़ानें रद्द हो चुकी हैं। यात्रियों और इंडिगो एयरलाइन को समस्या को देखते हुए डीजीसीए ने पायलट ड्यूटी नियमों में राहत देते हुए पुराने निर्देश तुरंत प्रभाव से वापस लेने की घोषणा की है।

डीजीसीए ने अपने आदेश में स्पष्ट किया है कि साप्ताहिक आराम के बदले कोई ड्यूटी नहीं दी जा सकती। नियामक ने बताया कि यह कदम एयरलाइनों से प्राप्त शिकायतों और संचालन में निरंतरता एवं स्थिरता बनाए रखने की जरूरत को ध्यान में रखते हुए उठाया गया है। डीजीसीए का यह आदेश

एयरलाइनों को संचालन सामान्य करने और उड़ानों को जल्दी पटरी पर लाने में मदद करेगा। बता दें कि नवंबर में इंडिगो ने अपने नेटवर्क में कुल 1,232 उड़ानें रद्द की थीं। सरकार ने कहा कि वह एयरलाइन के ऑपरेशनल सुभ्र और यात्रियों को मिलने वाली सेवाओं पर लगातार नजर रखे हुए है।

इंडिगो भारत की सबसे बड़ी और सबसे तेजी से बढ़ने वाली एयरलाइन में से एक है। इसके पास 400 से ज्यादा एयरक्राफ्ट हैं। इंडिगो की रोजाना 2,300 से ज्यादा फ्लाइट उड़ान भरती है। यह कैरियर 90 प्लस घरेलू और 45 प्लस इंटरनेशनल डेस्टिनेशन को जोड़ता है। 2024 में, इसने 58 एयरक्राफ्ट शामिल किए और एकवाइ 25 में 118 मिलियन से ज्यादा यात्रियों को सेवा दी। इंडिगो को हाल ही में 2025 स्काईट्रैक्स वर्ल्ड एयरलाइन अवार्ड्स में श्भारत और दक्षिण एशिया में सर्वश्रेष्ठ एयरलाइनर का नाम दिया गया।

न्यूयार्क से भी महंगा भोपाल का किराया

उड़ानें निरस्त होने से छह से आठ हजार किराये वाले भोपाल का टिकट 1.32 लाख रुपए में मिला

जागरण संवाददाता, नई दिल्ली: देश की सबसे बड़ी एयरलाइन इंडिगो की कई उड़ानों के अचानक रद्द होने का सीधा असर हवाई किराये पर पड़ा है। मांग ज्यादा और उड़ानें कम होने के कारण कुछ रूट्स पर टिकट कई गुना महंगे हो गए। दिल्ली से भोपाल का हवाई किराया 1.32 लाख रुपए तक पहुंच गया है। आम दिनों में इसका छह से आठ हजार किराया होता है।

शुक्रवार को दिल्ली से बेंगलुरु का 60,000 रुपए, गुवाहाटी का 62,000, कोलकाता का 56,000 और लखनऊ का हवाई टिकट 25,000 रुपए में बिकता, जो कि सामान्य दिनों में आठ से 10,000 रुपए होता है। यह घरेलू हवाई यात्रा के लिए बेहद असामान्य आंकड़ा था। यात्रियों ने इसे लेकर एक्स पर इंडिगो के साथ-साथ अन्य एयरलाइंस कंपनियों को टैग करते हुए अपनी नाराजगी जताई और अत्यधिक किराया घसटने जाने का आरोप लगाया। लोगों ने कहा, इससे इससे सस्ता किराया तो अमेरिका, सिंगापुर या बॉसबॉक का है। दिल्ली से न्यूयार्क का किराया 47,726 रुपए, बॉसबॉक का 15,431 रुपए, सिंगापुर का 31,999 रुपए है।

छह दिसंबर को दिल्ली से मुंबई जाने वाली नान-स्टॉप एअर इंडिया की उड़ान का किराया 38,676 रुपए तक पहुंच गया है। वहीं स्पाइसजेट की एक स्टॉप वाली फ्लाइट 48,133 रुपए में मिल रही है। इसी तरह छह दिसंबर को दिल्ली से बेंगलुरु रूट पर भी किराया 50,000 रुपए के ऊपर चला गया है, जो आम दिनों में इससे आधे से भी कम होता है। अंतरराष्ट्रीय उड़ानें इनकी तुलना में काफी सस्ती हैं।



शुक्रवार को आइजीआईएयरपोर्ट पर बंदों से घसे यात्री जमीन और कुर्सियों पर इधर-उधर घसरे नजर आ रहे थे • PT

विदेशी उड़ानों का किराया

न्यूयार्क	47,726
बॉसबॉक	15,431
सिंगापुर	31,999

घरेलू उड़ानों वृद्धि किराया

बेंगलुरु	60,000
गुवाहाटी	62,000
कोलकाता	56,000
लखनऊ	25,000

लखनऊ से गोंया की चार दिसंबर की की फ्लाइट भी जो कि रद्द कर के शाम की कर दी गई। इसके बाद दिल्ली लाकर छोड़ दिया गया और आगे की कोई फ्लाइट नहीं है।

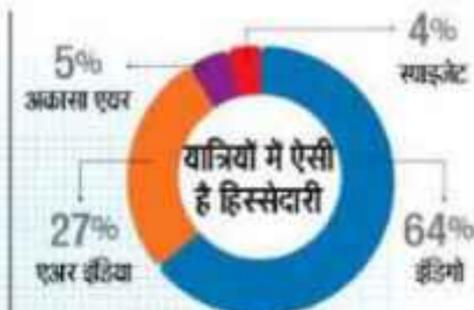
-सहित खान, कच्चे

इंडिगो की गिरती साख के बीच व्यस्त सीजन में बढ़ सकता है किराया

जोता दुखार मिश्रा • जयपुर

नई दिल्ली: क्रू सदस्यों और उड़ानों की संख्या के बीच संतुलन कायम करने के लिए इंडिगो कुछ दिनों तक उड़ानों की संख्या कम करेगी, इतना तय है। यह भी तय है कि इंडिगो की समय सारिणी को फट्टी पर आने में अभी कई दिन लगेंगे। हालात को देखते हुए जानकार मान रहे हैं कि इसका असर किराये पर पड़ेगा। जानकारों का कहना है कि अभी ऐसी स्थिति कायम रहेगी। अब जबकि विमानन के लिए व्यस्त सीजन को शुरूआत

- इंडिगो के कुछ दिनों तक कम कर सकती है उड़ानें
- फुटिचों में बढ़ सकती है हवाई टिकट की मांग



हो रही है, क्रिसमस को लेकर फुटिचों का दौर शुरू होगा, नए वर्ष का आगमन होगा, तो हवाई टिकट की मांग स्थल के उच्चतम स्तर पर होगी। इससे किराया बढ़ने की पूरी संभावना है। खासकर ऐसे स्थानों

का तो और किराया बढ़ सकता है जहां पर्यटक इन दिनों सर्वाधिक रुख करते हैं।

कम हुआ है। दूसरी बात है कि इंडिगो उड़ानों की संख्या भी कम करेगी। स्वाभाविक तौर पर यात्रियों का रुख अब इंडिगो से इतर अन्य एयरलाइंस की ओर होगा। मांग बढ़ेगी तो टायनमिक फेयर नियम के हिसाब से यात्री किराया भी बढ़ता चला जाएगा। जानकार बताते हैं कि इंडिगो विमानन क्षेत्र की बड़ी खिलाड़ी है और जब उसकी उपस्थिति बाजार में कम होगी तो अन्य एयरलाइंस यात्रियों के संतुष्टि विकास का पूरी तरह साथ उठाने को तय रहेंगे। इसी का असर है कि हवाई किराया अभी धीरे धीरे बढ़ना शुरू हो चुका है।

उड़ानें रद्द होने से नियमन व्यवस्था पर सवाल

जगरण न्यूज़, नई दिल्ली: इंडिगो द्वारा उड़ानों को रद्द किए जाने और विश्व से संचालित होने के प्रकरण ने साबित कर दिया है कि भारतीय उड़ान क्षेत्र में बहुत कुछ ठीक नहीं है और खास तौर पर नियमन व्यवस्था पर सवाल उठता है। आज यह स्थिति इसलिए पैदा हुई है कि भारतीय उड़ान बाजार में करीब 64 प्रतिशत हिस्सा रखने वाली कंपनियों इंडिगो ने कई महानों का समय मिलने के बावजूद पायलट क्लब और पायलटों की नियुक्ति नहीं की। यह बात भी सामने आ गई है कि इंडिगो ने यात्रियों की सुरक्षा जैसे बेहद संवेदनशील मामले में भी समय पर उचित कदम उठाने की जगह नियामक एजेंसियों के साथ मोल-भाव किया।

डीजीसीए ने एक अप्रत्याशित कदम उठाते हुए पायलट संघों से सहयोग की अपील की और कहा कि वे उड़ान क्षेत्र में व्यवस्था लाने में मदद करें ताकि उड़ानों को सुचारु तौर पर शुरू किया जा सके। इसने कहा, मौजूदा स्थिति को देखते हुए हम एयरलाइन पायलट्स एसोसिएशन ऑफ इंडिया (एएलपीए इंडिया) और पूरे भारत के सभी पायलट संघों तथा पायलटों से पूर्ण सहयोग की अपील करते हैं।

इंडिगो ने यात्रियों को हुई असुविधा के लिए माफी मांगी: इंडिगो के सीईओ पीटर एल्बर्स ने एक वीडियो संदेश में यात्रियों को हुई भारी असुविधा के लिए माफी मांगी है। कहा कि व्यवस्था में सुधार के लिए हमने आज अपने सभी सिस्टम और शेड्यूल को फिर से शुरू करने का फैसला किया, जिसके परिणामस्वरूप अब तक की सबसे ज्यादा उड़ानें रद्द हुई हैं। बताते चले, इंडिगो की नवंबर में ही 1232 उड़ानें रद्द हुईं, जिनमें से 755 क्रू और एफडीटीएल संबंधी कारणों से थीं। दिसंबर में उसके पास केवल 2357 कैप्टन और 2194 फर्स्ट ऑफिसर हैं, जबकि जरूरत काफी ज्यादा है।

जांच के लिए डीजीसीए ने बनाई कमेटी

इंडिगो की शर्तों के सामने झुकने के बाद अब डीजीसीए ने पूरे मामले की जांच के लिए चार सदस्यीय कमेटी का गठन किया है। कमेटी फ्लाइट इग्युटी टाइम लिमिट के नए नियमों के अनुपालन में इंडिगो की ओर से हुई देरी के कारणों का पता लगाने के साथ ही आगे इसे लागू करने की तैयारियों की समीक्षा करेगी। कमेटी को 15 दिनों के भीतर रिपोर्ट देने को कहा गया है। डीजीसीए के संयुक्त महानिदेशक संजय कुमार ब्रह्माने के साथ-साथ उप महानिदेशक अमित गुप्ता, सीनियर फ्लाइट ऑपरेशन इंस्पेक्टर कैप्टन

कपिल मांगलिक और फ्लाइट ऑपरेशन इंस्पेक्टर कैप्टन लोकेश रामपाल को कमेटी में शामिल किया गया है। विमानन मंत्री राम मोहन नायडू ने एक्स पर इसकी जानकारी दी और कहा कि जवाबदेही तय की जाएगी। हालांकि, यह देखने की बात होगी कि डीजीसीए खुद अपनी जवाबदेही की भी समीक्षा करेगा या नहीं। फिलहाल सबसे बड़ा सवाल यही है कि एफडीटीएल दिशानिर्देश दिए जाने के बाद डीजीसीए नियमित तौर पर इसकी समीक्षा क्यों नहीं कर रहा था। यह लापरवाही थी या फिर निष्क्रियता?



फ्लाइट रद्द होने के कारण आइजीआइ एयरपोर्ट टी-3 पर परेशान यात्री • वृत्त कुब्जर

आन-टाइम परफॉर्मंस स्तर 10 प्रतिशत से भी कम हुआ

जगरण, नई दिल्ली: आइजीआइ एयरपोर्ट से इंडिगो की प्रस्थान से जुड़ी अधिकांश घरेलू उड़ानें शुक्रवार को रद्द रहीं। एयरपोर्ट की संचालन एजेंसी डायल ने अपने एक्स हैटल पर इसकी सूचना देते हुए एडवाइजरी जारी कर बताया कि इंडिगो की प्रस्थान से जुड़ी 190 घरेलू उड़ानों को शुक्रवार मध्यरात्रि तक रद्द कर दिया है। हालांकि अपवाद स्वरूप कुछ घरेलू उड़ानें संचालित हुईं। उड़ानों को रद्द करने की सूचना से पूर्व डीजीसीए के सूत्रों ने बताया था कि उड़ानें सिर्फ शुक्रवार

दोपहर तीन बजे तक ही रद्द की गई हैं, लेकिन बाद में पूरे दिन के लिए रद्द की घोषणा कर दी गई। इस व्यवधान से हजारों यात्री प्रभावित हुए। इंडिगो ने रद्द उड़ानों का पूरा रिफंड देने का आश्वासन दिया है। बता दें कि देशभर में इंडिगो रोजाना 2,300 से अधिक उड़ानें संचालित करने वाली और 400 से ज्यादा विमानों की मालिक इंडिगो की आन-टाइम परफॉर्मंस इस सप्ताह बुरी तरह गिरी है। चार दिसंबर को इंडिगो का आन-टाइम परफॉर्मंस स्तर 10 प्रतिशत से भी कम हो गया।

शादी के रिसेप्शन में नहीं जा सके दूल्हा-दुल्हन

जागरण टीम, नई दिल्ली: देशभर में इंडिगो की हवाई सेवाएं दो दिनों से गंभीर रूप से प्रभावित हैं। इस कारण भुवनेश्वर की एक नवविवाहिता अपने पति के साथ अपनी ही शादी की रिसेप्शन पार्टी में शामिल होने बेंगलुरु से हुबली नहीं पहुंच सकी। नवनिवाहित जोड़े को रिसेप्शन पार्टी में वचुंअली शामिल होना पड़ा।

दुल्हन संगमा दास भुवनेश्वर की हैं और दूल्हा मेधा कृष्णासागर कर्नाटक के हुबली के रहने वाले हैं। वर्तमान में दोनों आइटी कंपनी बेंगलुरु में कार्यरत हैं। पिछले महीने 23 नवंबर को दोनों की शादी हुई थी। इसके बाद दोनों बेंगलुरु चले गए। बुधवार तीन दिसंबर को उनका रिसेप्शन हुबली में था। अचानक इंडिगो की फ्लाइट रद्द होने से दोनों बेंगलुरु में ही फंस गए थे।



रिसेप्शन में वचुंअली जुड़कर आभिवादन करते दूल्हा-दुल्हन • इटरेट वीडियो

पति का शव लेकर जा रही महिला हुई परेशान: गुवाहाटी में पति के निधन से दुखी एक बुजुर्ग महिला का दर्द इंडिगो की उड़ान रद्द होने से कई गुना बढ़ गया। महिला ने कहा, मैं सुबह शिलांग से यहां आई हूं। मेरे पति का निधन हो गया है और शव लेकर कोलकाता जा रही

हूं, ताकि वहां अंतिम संस्कार हो सके। हमने इंडिगो की फ्लाइट बुक की है, लेकिन अभी तक नहीं पता चला है कि फ्लाइट उड़ान भरेगी या नहीं। मुझे चिंता हो रही है कि कहीं फ्लाइट रद्द न हो जाए। हालांकि, कुछ इंतजार के बाद महिला को कंपनी की ओर से फ्लाइट उपलब्ध करा दी गई।

बहन की शादी में नहीं पहुंच पाया: पटना निवासी रीतेश की बहन की शादी शनिवार को वडोदरा में है। पहले गुरुवार को इंडिगो की पटना-वडोदरा उड़ान निरस्त हुई तो एयरलाइन ने शुक्रवार को लखनऊ से अहमदाबाद की उड़ान का टिकट दे दिया। 20 हजार रुपये देकर कार से परिवार लखनऊ पहुंचा तो यहां अहमदाबाद की उड़ान निरस्त हो गई।



Corporate Communications Directorate

DAINIK JAGRAN

DELHI

6 DECEMBER 2025

फ्लाइट संकट से निजात के लिए रेलवे ने संभाली कमान

जागरण ब्यूरो, नई दिल्ली: उड़ानों में अचानक पैदा हुए संकट को देखते हुए जम्मू में उत्तर रेलवे आगे आया है। रेलवे ने प्रमुख ट्रेनों में अतिरिक्त कोच जोड़ने का फैसला किया है। यह पहल न सिर्फ राहत देने वाली है, बल्कि यह भी दिखाती है कि जब एक परिवहन सेवा लड़खड़ाने लगती है तो दूसरी उसकी कमी पूरी करने के लिए सामने आ जाती है।

उत्तर रेलवे ने सबसे अहम निर्णय जम्मू-नई दिल्ली राजधानी एक्सप्रेस के लिए लिया है। शुक्रवार रात से अगले सात दिनों तक इस ट्रेन में एक अतिरिक्त थर्ड एसी कोच जोड़ा गया है, जिसमें 72 सीटें होंगी। सीनियर डिविजनल कमर्शियल मैनेजर उचित सिंगल के अनुसार सिर्फ राजधानी ही नहीं, उत्तर रेलवे ने कई और महत्वपूर्ण ट्रेनों में भी कोच बढ़ाए हैं। 12424/23 डिब्रूगढ़-राजधानी (जो जम्मू राजधानी की लिंक रेक है) में भी एक थर्ड एसी कोच जोड़ा गया है। इसके अलावा चंडीगढ़-दिल्ली शताब्दी (12045/46) और अमृतसर-

- उत्तर रेलवे ने विमान यात्रियों की परेशानी देखते हुए बड़ाए कोच
- इंडिगो की उड़ानें रद्द होने से कई हवाई अड्डों पर अफरा-तफरी

रेलवे ने 37 प्रीमियम ट्रेनों में 116 कोच बढ़ाए

प्रेट के अनुसार, रेल मंत्रालय ने शुक्रवार को इंडिगो की उड़ान में व्यवधान के मद्देनजर यात्रियों के लिए 37 प्रीमियम ट्रेनों में 116 कोच बढ़ाने का फैसला किया। ये ट्रेने नई दिल्ली, मुंबई, लखनऊ, जम्मू तवी, पटना, हावड़ा और चेन्नई जैसे महत्वपूर्ण स्टेशनों से चलती हैं और कई बड़े और छोटे शहरों को जोड़ती हैं। अधिकारियों ने कहा कि समस्या बनी रहने तक यह बदलाव जारी रहेगा।

दिल्ली शताब्दी (12030/29) में एक-एक चेयर कार का इजाफा किया गया है।



Corporate Communications Directorate

DAINIK JAGRAN

DELHI

6 DECEMBER 2025

इंडिगो यात्रियों की बेबसी सरकार के एकाधिकार माडल का प्रमाण : राहुल

जागरण ब्यूरो, नई दिल्ली: लोकसभा में नेता विपक्ष राहुल गांधी ने देश की सबसे बड़ी एयरलाइंस इंडिगो की पिछले कई दिनों से रोजाना सैकड़ों उड़ानें रद्द होने से परेशान और बेहाल



राहुल गांधी

यात्रियों की मुसीबत का मामला उठाते हुए एकाधिकार को प्रोत्साहन देने वाली सरकार की नीतियों को जिम्मेदार ठहराया है। देशभर में हवाई अड्डों पर मची अफरा-

तफरी को कांग्रेस नेता ने एकाधिकार पर आधारित नीतियों की नाकामी का प्रमाण बताया। वहीं, कांग्रेस के संगठन महासचिव केसी वेणुगोपाल ने कहा कि एक ही दिन में इंडिगो की 550 से अधिक उड़ानों का रद्द होना स्पष्ट तौर पर इस बात का प्रमाण है कि जब दो कंपनियों ने भारत के उड़डवन क्षेत्र पर कब्जा कर लिया, तब सरकार सो रही थी।

नाराज यात्रियों ने टर्मिनल-एक पर की नारेबाजी

गोतम पुजारा सिन्हा • जगरण

नई दिल्ली: हवाई यात्रियों व इंडिगो के बीच भरोसे की डोर तार-तार होती नजर आई। शुक्रवार को आइजीआइ एयरपोर्ट पर परेशान यात्रियों ने कहा कि अभी तक वे जिस इंडिगो पर आंख मूंदकर भरोसा करते थे, उसने मंझघार में छोड़ दिया। पहले उड़ान विलंबित करते चले गए, बाद में रद्द कर दिया और अब लगेज नहीं दे रहे हैं। टर्मिनल-एक पर यात्रियों ने इंडिगो हाव-हाव के नारे भी लगाए। यात्रियों की सरकार से भी शिकायत है। उनका कहना था कि सरकार को इस मामले में हस्तक्षेप कर इंडिगो की जवाबदेही सुनिश्चित करनी चाहिए। यात्रियों को रिफंड तो मिलना ही चाहिए, इस परेशानी के लिए हर्जाना भी दिया जाए।

यात्रियों ने कहा भ्रम में रखा जा रहा : परेशान यात्रियों का आरोप था कि इंडिगो उन्हें भ्रम में रख रही है। वाट्सएप से इंडिगो के कस्टमर केयर से बात करने पर रद्द उड़ानों के बारे में भी कहा जा रहा है, वह विलंबित है। कस्टमर केयर से भी कोई उत्तर नहीं मिल रहा है। स्पष्ट है कि इंडिगो यात्रियों को सही बात नहीं बता रही। वाट्सएप व कस्टमर



आइजीआइ एयरपोर्ट पर यात्रियों ने इंडिगो हाव हाव के नारे लगाए • जगरण

यात्रियों को लगेज सौंपने में ग्राउंड स्टाफ की कमी आई आड़े

लगेज को लेकर जो अफरातफरी है, इसके पीछे ग्राउंड स्टाफ की कमी को प्रमुख कारण बताया जा रहा है। ग्राउंड स्टाफ की जो संख्या है, वह इंडिगो ने उड़ानों की समय सारिणी के हिसाब से तय की है। आगमन व प्रस्थान के बीच एक समय अंतराल को मेटेन किया है। लेकिन समय सारिणी गड़बड़ा से उड़ानों के आवागमन का कोई समय नहीं रहा। अब या तो एक साथ उड़ानों के प्रस्थान का दबाव बन रहा है या फिर एक साथ कई उड़ानें पहुंच रही हैं।

केयर की बात अगर छोड़ भी दें तो आइजीआइ एयरपोर्ट पर इंडिगो के काउंटर पर भी उड़ान की स्थिति से जुड़ी एक लाइन की जानकारी के लिए यात्रियों को घंटों कतार में खड़ा होना पड़ रहा है। फिर भी गारंटी नहीं है कि आपको उत्तर मिल ही जाए।

अंदर भीड़ बाहर भीड़: शुक्रवार को इंडिगो ने दिल्ली से मध्य रात्रि तक की प्रस्थान की सभी उड़ानों को रद्द कर दिया, लेकिन इस जानकारी से अधिकांश यात्री अनजान रहे। जो यात्री तय समय पर एयरपोर्ट पहुंच गए, वे खुद को ठगा महसूस कर

रहे थे। उनका कहना था कि इंडिगो ने उन्हें उड़ानों के रद्द होने की कोई जानकारी नहीं दी। कई यात्रियों का चेक-इन हो गया, कुछ यात्री तो ऐसे भी थे जिन्हें बोर्डिंग गेट पर जाकर पता लगा कि उड़ान रद्द है। नाराज यात्री अपने गुस्से का इजहार इंडिगो के काउंटरों पर करते नजर आए। इंडिगो के काउंटरों पर हर जगह यात्रियों की भीड़ थी।

तीन दिन से नहीं मिल रहा लगेज: ऐसे यात्री जिनकी कनेक्टिंग फ्लाइट रद्द हुई या जिनकी उड़ानें चेक-इन के बाद रद्द हुई, लगेज के लिए यहां-वहां भटकते रहे। कई यात्री ऐसे थे, जो लगेज के लिए तीन दिसंबर से भटक रहे हैं। यात्रियों ने बताया कि लगेज नहीं मिलने से वे दिल्ली से आगे की यात्रा का प्लान नहीं बना पा रहे हैं। आखिर लगेज के बिना कोई कैसे निकलेगा? यात्रियों ने बताया कि टर्मिनल के भीतर यात्रियों के लगेज के ढेर कई जगह यूं ही पड़े हैं। लगेज के अंदर उनके सामान सुरक्षित है या नहीं, अब इस बात की चिंता सता रही है। यात्रियों ने बताया कि अब इंडिगो ने यात्रियों के सवाल से बचने की नई तरकीब निकाली है। यात्रियों को एक फार्म भरने को कहा जा रहा है।



Corporate Communications Directorate

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इंडिगो संकट को गहराने में आइआरओपीएस की रही सबसे बड़ी भूमिका

सुप्रेम खसूट • जयराज

नई दिल्ली: पिछले पांच दिनों से इंडिगो की उड़ानों पर आए मौजूदा संकट को गहराने में इरेगुलर आपरेशंस (आइआरओपीएस) नियमों की सबसे बड़ी भूमिका रही है। विशेषज्ञों का कहना है कि एक दिसंबर से देश भर में आइआरओपीएस के सख्त नियम लागू होने और एयरलाइन द्वारा समय पर रोस्टर (ड्यूटी चार्ट) में बदलाव नहीं करने के कारण परिचालन ठप

कोहरे से निपटने का सुरक्षा कवच है आइआरओपीएस

यह कोहरे से निपटने का सख्त सुरक्षा कवच है जो हवाई यात्रा को सुरक्षित बनाता है। यह उन हालात के लिए है जब उड़ानें सामान्य कार्यक्रम के अनुसार नहीं चल पाती हैं, जैसे

कोहरे से उड़ान में देरी, उड़ान रद्द होना या उड़ानों का रास्ता बदलना। यह नियम ऐसे शहरों पर खासतौर पर लागू होता है, जहां सुबह व देर रात घना कोहरा रहता है।

हूआ, जिसने एफडीटीएल (फ्लाइंग ट्यूटी टाइम लिमिटेशंस) के कारण कू की कमी ने संकट को और भी विकराल बना दिया।

नियम की सख्ती, सुरक्षा

प्राथमिकता: टीजीसीए के नियम के अनुसार, कोहरा प्रभावित क्षेत्रों में विमान उड़ाने के लिए पायलटों की विशेष ट्रेनिंग अनिवार्य है। केवल उन्हीं पायलट व को-पायलट को

रोस्टर प्रबंधन की चूक, 30 प्रतिशत पायलटों पर ब्रेक

इंडिगो के पायलटों में करीब 70 % फ्लाइंग कैट 2 व कैट 3 प्रशिक्षित हैं। आइआरओपीएस लागू होते ही, एयरलाइन को रोस्टर में बदलाव करना होता है ताकि कैट 2 व कैट 3

में अप्रशिक्षित पायलटों को कोहरे से अभावित इलाकों में भेजा जा सके। एक दिसंबर से आइआरओपीएस लागू होते ही बड़ी संख्या में प्रशिक्षित पायलटों की कमी हो गई।

विमान उड़ाने की अनुमति होती है, जिन्होंने घने कोहरे में लैंडिंग और टेक ऑफ का विशेष प्रशिक्षण (आमतौर पर कैट 2 व कैट 3 प्रशिक्षण) लिया हो। दोनों पायलटों

(कमांडर और को-पायलट) को प्रशिक्षित होना आवश्यक है। यदि दोनों में से कोई भी एक पायलट अप्रशिक्षित है तो उड़ान संचालन नहीं किया जा सकता।



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नियमों को टालते रहने का खामियाजा यात्रियों ने भुगता

जागरण संवाददाता, नई दिल्ली: लंबे समय तक फ्लाइट ड्यूटी टाइम लिमिटेशन (एफडीटीएल) नियम को लेकर इंडिगो प्रबंधन के टालमटोल भरे रवैये का असर इस नियम के पूरी तरह लागू होने के बाद साफ साफ तब दिखा जब इनका पूरा रोस्टर सिस्टम घराशायी हो गया। नियम लागू होने के बाद बजाय कुछ ठोस कदम उठाने के, इंडिगो ने यात्रियों को उनकी किस्मत पर छोड़ दिया।

फेडरेशन आफ इंडियन पायलट्स का कहना है कि इंडिगो को छोड़कर तमाम एयरलाइंस (एअर इंडिया, स्पाइसजेट, अकासा एयर आदि) ने पहले से ही पायलटों की पर्याप्त व्यवस्था कर ली, इसलिए उन्हें खास दिक्कत नहीं आई। लेकिन इंडिगो के साथ दिक्कत अलग तरह की थी। पर्याप्त पायलट य क्रू के अन्य सदस्यों का इंतजाम तो दूर की बात, इंडिगो ने बहुत कम स्टाफ रखने की नीति पर काम किया। फेडरेशन ने तंज कसते हुए कहा कि इंडिगो प्रबंधन को 'पुअर पायलट्स फर्स्ट' नहीं, बल्कि 'पीपल फर्स्ट' की नीति अपनानी चाहिए।

राममोहन नायडू बोले, फ्लाइट रद्द होने पर यात्रियों को पूरा रिफंड जारी करेगी एयरलाइन

प्रथम पृष्ठ से आगे

नागरिक उड्डयन मंत्री राममोहन नायडू ने कहा है कि किसी भी फ्लाइट के रद्द होने पर एयरलाइन कोई पूछताछ किए बिना यात्रियों को पूरा रिफंड जारी कर देगी। जो यात्री लंबी देरी के कारण फंसे हैं, उन्हें एयरलाइन सीधे होटल में ठहरने की व्यवस्था कराएगी। इस मौके पर नायडू ने एफडीटीएल के संबंध में चालक दल के प्रति इंडिगो के कुप्रबंधन को परिचालन में व्यवधान के लिए जिम्मेदार ठहराया, जिससे देशभर के प्रमुख हवाई अड्डों पर उड़ानों में देरी और भीड़भाड़ हो रही है।

पॉटर एल्बर्स ने एक वीडियो संदेश में व्यवधानों के कारण यात्रियों को हुई भारी असुविधा के लिए माफी मांगी। कहा कि दुर्भाग्य से पिछले कुछ दिनों में किए गए पहले के उपाय पर्याप्त साबित नहीं हुए हैं। इसलिए हमने आज अपने सभी सिस्टम और शेड्यूल को फिर से शुरू करने का फैसला किया, जिसके परिणामस्वरूप अब तक की सबसे ज्यादा उड़ानें रद्द हुई हैं।

बताते चले, इंडिगो की उड़ानों में विलंब और रद्द होने की घटनाएं लगातार बढ़ी हैं। इसका कारण कंपनी में पर्याप्त क्रू सदस्यों का नहीं होना है। नवंबर में ही 1232 उड़ानें रद्द हुईं, जिनमें से 755 क्रू और एफडीटीएल संबंधी कारणों से थी। दिसंबर में उसके पास केवल 2357 कैप्टन और 2194 फर्स्ट ऑफिसर उपलब्ध हैं, जबकि जरूरत इससे काफी ज्यादा की है।

इस प्रकार से निवमन व्यवस्था पर उठे सवाल: इस प्रकार ने साबित किया है कि भारतीय उड्डयन क्षेत्र में बहुत कुछ ठीक नहीं है और खास तौर पर निवमन व्यवस्था पर सवाल उठता है।

आज यह स्थिति इसलिए पैदा हुई है कि भारतीय उड्डयन बाजार का 65 प्रतिशत हिस्सा रखने वाली कंपनी इंडिगो ने कई महानों का समय मिलने के बावजूद पर्याप्त क्रू और पायलटों की नियुक्ति नहीं की तो दूसरी तरफ

डीजीसीए ने पायलट संघों से सहयोग की अपील

डीजीसीए ने एक अज्ञात कदम उठाते हुए पायलट संघों से सहयोग की अपील की और कहा कि वे उड्डयन क्षेत्र में व्यवस्था लाने में मदद करें ताकि उड़ानों को सुचारु तौर पर शुरू किया जा सके और हवाई अड्डों पर भारी अफरा-तफरी के माहौल को खत्म किया जा सके। इसने कहा, मौजूदा स्थिति को देखते हुए हम एयरलाइन पायलट्स एसोसिएशन ऑफ इंडिया (एएपीए इंडिया) और पूरे भारत के सभी पायलट संघों तथा पायलटों से पूर्ण सहयोग की अपील करते हैं। आपका समर्पण व्यस्त और मौसम के प्रति संवेदनशील अवधि के दौरान स्थिर और सुगम उड़ान बनाए रखने, अनावश्यक विलंब और निरस्तीकरण को कम करने, यात्रियों को और असुविधा न देने तथा पायलटों और एयरलाइंस के बीच समन्वय को मजबूत करने के लिए अपरिहार्य है। डीजीसीए ने पायलटों की भूमिका का सम्मान करते हुए एफडीटीएल नियमों के कार्यान्वयन के प्रति अपनी प्रतिबद्धता दोहराई है। साथ ही यह भी कहा है कि आने वाले समय में छुट्टियों व शादियों के मौसम में लोग ज्यादा यात्रा करेंगे, जिससे चुनौतियां और बढ़ेंगी।

डीजीसीए ने एयरलाइन की ओर से क्रू भर्ती और नए नियमों के तहत उनकी तैनाती की तैयारी का सही मूल्यांकन नहीं किया।

यह बात भी सामने आ गई है कि इंडिगो ने यात्रियों की सुरक्षा जैसे चेहरे संवेदनशील मामले में भी समय पर उचित कदम उठाने की जगह नियामक एजेंसी के साथ मोल-भाव किया। यह सवाल है कि डीजीसीए ने लगातार निगरानी क्यों नहीं की कि इंडिगो ने पायलटों की नियुक्ति शुरू की या नहीं। पहले ही सरकार की ओर से कंपनी पर दबाव क्यों नहीं बनाया गया। या फिर जानबूझकर इसे नजरअंदाज किया गया।

Corporate Communications Directorate

THE ECONOMIC TIMES

DELHI

6 DECEMBER 2025

MPs DEMAND ACCOUNTABILITY FROM CIVIL AVIATION MINISTRY

Oppn Raises 'Monopoly' Concern in Rajya Sabha Over IndiGo Crisis

'INCONVENIENCE TO PASSENGERS' Civil aviation ministry seized of the matter: Govt

Our Political Bureau

New Delhi: The Congress raised the issue of cancellation of over 500 IndiGo flights and the inconvenience caused due to this to thousands of passengers, including several lawmakers who were to leave for their constituencies at the start of the weekend, in the Rajya Sabha on Friday. The government assured the House that the civil aviation ministry is seized of the matter and will take all necessary steps to restore order.

Minutes after the Rajya Sabha proceedings began on Friday, Congress member Pramod Tiwari drew the chair's attention to the mass cancellation of flights. He alleged that this has happened due to the monopoly of one airline. "More than 500 IndiGo flights were cancelled yesterday and the day before. This is a relevant issue. Today is Friday and many members will be flying out. They have booked tickets to leave and return by Sunday or Monday. **This has happened as a monopoly of a flight company (sic) has been created.** It is my request that the House be apprised by the minister concerned, who has made these rules, as to when this problem will be resolved," Tiwari said.

Responding to these remarks, Parliamentary Affairs Minister Kiren Rijiju informed the House that he had taken up the issue with the civil aviation minister (Ram Mohan Naidu) as this query was expected in the House. He maintained that the minister is looking into the matter and is

likely to inform the House about the whole issue and the steps taken.

Several other MPs also expressed concern over Indigo flight cancellations and the grave inconvenience caused to the people stranded at airports or being forced to make alternate arrangements in case of personal emergencies.

Priyanka Chaturvedi (Shiv Sena-UBT) had submitted a notice for a Calling Attention Motion to discuss the mass cancellation of Indigo flights. "I was hoping that the civil aviation minister would give information in Parliament yesterday itself but unfortunately that did not happen. He held a meeting late at night and issued some direc-

tives, but what is the point of directives if so many flights are still being cancelled?... **DGCA has put aside the passengers and is catering to the airline instead of regulating it.** If you are not responsible for rising airfares and passenger grievances, then shut down the civil aviation ministry," she said outside Parliament House.

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THE ECONOMIC TIMES

DELHI

6 DECEMBER 2025

Beware the hubris of effective monopolies, one of which is holding Indian air travel hostage

IndiGo's Cancel Culture



G R Gopinath



Doesn't look 6E at all

On Friday, GoI put in abeyance the new flight duty time limitations (FDTL) rules for pilots. This, after more than 1,000 IndiGo flights were cancelled on Friday alone, leaving nearly 2 lakh passengers stressed and stranded, and a nation, hostage to the market leader, in utter disarray.

FDTL, or maximum flight duty period (MFD), is a set of regulatory rules that define the maximum time pilots and cabin crew are allowed to work, fly and be on duty to prevent fatigue and maintain flight safety. The rules, for example, may specify that a pilot can fly 900 hrs in a year, but not more than 100 hrs in 28 days. Or not exceed 8 hrs at a stretch with two pilots, or 13-16 hrs with 3-4 pilots on a single day, with not more than 5-6 stopovers, and less landings at nights... Duty time starts from when a pilot reports 1 hr before flight time, till the aircraft comes to a complete stop at the destination.

International Civil Aviation Organisation (ICAO) sets down global standards that individual countries adapt. Two main regulatory bodies, US Federal Aviation Administration (FAA) and European Union Aviation Safety Agency (EASA), together operating the largest number of airliners in the world, follow ICAO guidelines. They strictly comply when new rules and regulations are introduced, something that has been happening over the years.

India's Directorate General of Civil Aviation (DGCA) was following FDTL guidelines not in consonance with ICAO, or FAA and EASA. There was pressure from Indian Pilots Association and other related bodies that lobbied to bring FDTL, on par with ICAO guidelines. They were unhappy that airline managements were exploitative, forcing pilots to fly floating international norms making their jobs unsafe and stressful.

DGCA held wide-ranging consultations with airlines management, pilot bodies and other stakeholders, and keeping safety utmost in their mind, notified new FDTL rules in May 2024. Implementation was in two stages: July 1, 2025, with Phase 2 completed on Nov 1. Which implied that after 20 mths, airlines and pilots had to be compliant with the new regulations. Clearly, IndiGo didn't comply.

IndiGo has grown to a mammoth size, with a fleet size of 420 aircraft in the 20 yrs since its inception, an enviable track record of efficient and near flawless operations, on-time operations, young and spotless aeroplanes, well turned-out cabin crew, zero fatal accidents, incredible growth in revenue and profitability, and a meteoric rise in market capitalisation reaching about \$22 bn. But somewhere down the line, it morphed into a cocky and arrogant behemoth.

With the 2012 collapse of Kingfisher and Jet Airways and GoAir going bankrupt in quick succession (2019 and 2022), exit of some 300 planes, shrinking of SpiceJet from 100 to 20-odd aircraft, and Air India doddering even after the Tatas bought it and merged their two other airlines, AirAsia and Vistara, with it, everyone flocked to IndiGo. For all practical purposes, the airline is now a monopoly. And what comes with monopolies is indifference.

Airlines skate on the twin blades of safety and profit. With low flying hours on planes, and too many aircraft in hangars for maintenance, an airline will go belly up. But if you compromise and cut corners, there are consequences. So, safety, a product of training and professionalism, and profit, which comes with speed, efficiency and innovation, go hand in hand.

IndiGo, like other airlines, had 20 whole months to be ready for compliance with the new regulations. This required recruitment of more co-pilots, captains and cabin crew. Induction of pilots means looking ahead and thorough planning. IndiGo reportedly has a huge shortfall.

While full-service carriers like Air

India and British Airways need 11 pilots per plane as they fly less hours, low-cost airlines that fly more hours require 13-14 pilots per plane under the new guidelines. It is widely believed that IndiGo's senior management thought that it would be able to convince the civil aviation ministry by dint of their sheer market size, not to enforce the new FDTL rules. Fewer pilots flying more hours make cash counters jingle.

IndiGo should have listened to flight operations and rostering departments that must have predicted the storm they were getting sucked into. While Air India, Akasa Air and SpiceJet diligently recruited, trained and absorbed pilots, IndiGo pointedly brushed matters under the aisle carpet.

Pilot recruitment and induction take time and diligence. As does updating crew rostering software and data integration of flight times of 5,000-6000 pilots and calculate route flying hours—outsourced to global companies like Sabre-CAE and airline software supplier AIMS. With increased winter schedules, glitches and what IndiGo's statement termed 'multitude of other unforeseen operational challenges' with the new restrictions, the system collapsed.

IndiGo's aggressive expansion, with wet leasing of wide-bodied Boeing 787 Dreamliners and Boeing 777s, ordering Airbus A350s, and launching new international routes, may also have distracted its management from looking into the 'boring' nitty-gritty.

The IndiGo mayhem also holds a lesson for government and regulators. A country cannot grow robustly with monopolies, or effective monopolies, in any sector. If we had a dozen low-cost airlines, a catastrophe of the scale of IndiGo crippling India would not have happened.

The writer is founder, Air Decan



While Air India, Akasa Air and SpiceJet diligently recruited, trained and absorbed pilots, IndiGo pointedly brushed matters under the aisle carpet

After 20 mths, airlines and pilots had to be compliant with the new regulations. Clearly, IndiGo didn't comply



Have Ticket, Can't Fly

How IndiGo's Faux Pas Grounded India

UNFARE PRACTICE
Del-Mum Rates Soar to ₹30,000

Forum Ganithi & Anamika Chaturvedi

Mumbai | New Delhi: IndiGo's sudden flight cancellations and no-shows soaring on the busiest domestic routes, leaving travellers scrambling for seats and pushing demand towards alternatives.

One-way tickets for typically busy routes such as Delhi to Bengaluru, and Delhi to Mumbai climbed more than threefold. One-way tickets on the Delhi-Bengaluru route for December 6 and 7 are now priced at ₹29,000-31,000, compared with the usual ₹7,000-9,000. Delhi-Mumbai fares averaged ₹25,000-30,000, with the cheapest ticket on Air India Express for ₹16,000 on December 6.

Amid the widespread flight disruptions of IndiGo, rival budget airline SpiceJet said it would operate 20 additional flights in the coming days. The Indian Railways has also added 10 coaches to 17 trains to add stranded passengers.

Prior to the crisis at IndiGo, fares on the Delhi-Mumbai route ranged between ₹1,000 and ₹2,000. Other affected sectors including Goa-Delhi, Pune-Delhi, Mumbai-Bengaluru, and Hyderabad-Delhi with fares currently in the ₹20,000-30,000 range. Fares for Goa-Delhi, which typically rises during the festive holiday and wedding season, have jumped to ₹20,000-30,000.

The disruption has benefited other carriers. Bookings and searches for Air India and Air India Express, the Tata Group-owned carriers, jumped about 40%, while low-cost carrier Akasa Airlines saw a roughly 30% increase. "Spot fares on India's busiest metro routes, Delhi-Bengaluru, Delhi-Mumbai, and Mumbai-Delhi, have jumped sharply since IndiGo's

network disruption," said an analyst at a leading online travel portal.

"For months, IndiGo consistently held the largest share of last-minute bookings on these routes. But as cancellations mounted on Thursday and Friday, demand shifted to Air India, Air India Express, and even Akasa. Passengers are now scrambling for any available seat, regardless of airline preference or fare," the person said.

Spot fares are 15-20% higher than flight departure, typically priced higher than those sought in advance. Some travellers are now paying almost two-stop fares for Delhi-Bengaluru during December 6-10 at ₹20,000-31,000.

SPILL-OVER WENT TO PEER

A person explained that Air India and Air India Express have also benefited of the spill-over not because of lower fares but due to schedule proximity. IndiGo's busiest departures occur in the early morning and evening slots. Airlines with flights departing within an hour or two of these times capture passengers who want to maintain their schedules for business meetings, weddings, or connecting flights.

Air India operates wide-body aircraft on key routes, which have more seats, while Air India Express's morning and evening flights align closely with displaced travellers. Both airlines' inventory is widely visible on online travel agencies, corporate booking tools, and global distribution systems, enabling quick sales and triggering dynamic fare increases, the person said.

"Passengers looking for last-minute replacements typically seek flights within a one-to-two-hour window of their original departure," the person said.



REST IS CHAOS



SCENES AT CHENNAI, DELHI AND JAIPUR AIRPORTS

Air Fares For Dec 6 & 7 (One way, ₹10-15K taxes)

Delhi-Bengaluru	Delhi-Mumbai
₹30-35,000	₹25-30,000
Pre-booking fares	₹7,000-9,000
₹2,000-5,000	₹1,000-4,000

Goa-Delhi	₹20,000-30,000
Pune-Delhi	₹20,000-25,000
Mumbai-Bengaluru	₹20,000-25,000
Hyderabad-Delhi	₹20,000-30,000

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THE ECONOMIC TIMES

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PANDEMONIUM AT AIRPORTS

DGCA tells inspectors to fly IndiGo planes for a week, eases some pilot rest rules, as over 1,000 flights cancelled on Friday, with CEO Elbers warning of continued crisis till mid-month

IT'S A FLIGHT RISK

Rules Given a Rest as Pilots Fly

Our Bureau

New Delhi: Chaos and confusion reigned at major airports as the country's largest airline, IndiGo, cancelled more than 1,000 flights on Friday, jeopardising travel plans and forcing the government into crisis control mode.

As thousands of ruffled passengers jostled at airport counters to get the latest on flights, the civil aviation regulator, in an unprecedented move, asked its inspectors to operate IndiGo flights for a week, supplementing the carrier's available pilot strength.

There was little sign of recovery, with civil aviation minister Ram Mohan Naidu saying operations will fully normalise within three days while IndiGo chief executive Pieter Elbers warned it can only be done by December 15.

The Directorate General of Civil Aviation (DGCA) also gave relaxation to the budget airline from multiple clauses in the new pilot rest rules, including an earlier cap on the number of landings a pilot can handle during night hours. Pilots' associations rued the regulator's decision, saying it would



Bewildered crowds at IGI Airport, T1, in New Delhi on Friday

Regulator to the Rescue

WHAT HAS INDIGO GOT AS REPRIEVE?

Exemption from rule that capped number of 12-6 am landings by a pilot

Pilots' leave to be counted as weekly rest
12 inspectors who were in lien from IndiGo to fly for airline for a week

Pilots undergoing annual training can immediately return to flying duties

have a critical impact on flight safety. DGCA also formed a committee to probe the reasons behind the crisis. The panel has 15 days to submit its report.

In his first comments, coming 72 hours after the crisis began, El-

bers accepted the disruption has shaken the belief of customers in the airline's reliability.

Inadequate Preparations >> 3

SEE >> 3, 4, 7, EDIT PAGE

Ticket Prices Go through the Roof

IndiGo's sudden flight cancellations have sent domestic airfares soaring on India's busiest routes, with one-way tickets for typically busy routes increasing over three-fold.

Forum Gandhi & Anumeha Chaturvedi report. >> 4

Hotel Chains Cash In on Flight Meltdown >> 4

Mkt Concentration Risks Out in Open

The ongoing IndiGo fiasco has exposed the risks of having a single dominant carrier, reports Arindam Majumder. Travel plans went awry at the peak of holiday and wedding season, leaving airport terminals choked. >> 4

Inadequate Preparations

>> From Page 1

"Regrettably, measures of the last few days have proven out to be enough," Elbers said. "We've decided today for a reboot of all our systems and schedules, resulting in the highest number of cancellations so far, but imperative for progressive improvements starting tomorrow. With these actions we expect tomorrow to have cancellations below 1,000."

The operational meltdowns at IndiGo, widely credited for being one of the world's most punctual airlines, began soon after DGCA began enforcing new pilot rest rules. The rules were implemented in two parts—the first phase in June and the second from November. It capped the number of landings a pilot can perform between 12 am and 6 am. The government had deferred implementing the second phase by a year to help airlines plan their crew requirements as they waded through widespread cancellations.

Though IndiGo and other airlines lobbied intensely to postpone it further, the regulator, under a mandate of Delhi High Court, endorsed them with limited relaxations.

IndiGo, which has a commanding 60% share of the domestic market, didn't hire adequately trained, leaving pilots stretched thin through frequent reassignments, longer workdays and extended deadheading, where they travel as passengers to operate flights at another location. While it reported 12,422 captains, it only had 2,357. Increasing the tally of captains is a complex task as they undergo months of in-flight and on-ground training before being allowed to fly.

TRAVEL INDUSTRY

The cascading impact of the pilot crunch reached its zenith on Wednesday when the airline could only operate 30% flights on time, despite cancelling more than 100 of its 2,300 flights.

The crisis hit plans of thousands of passengers at the peak of travel and wedding season. Singapore High Commissioner to India Simon Wong was trapped in the chaos, meeting on X that his flight was cancelled, and he was "not for waste" as he could not attend the wedding of a young staff member.

After their flight was cancelled, a newly-wed couple appeared for their wedding reception on a large screen via video conferencing and apologised to dozens of guests who had already reached the Sateen venue.

IndiGo's ground staff was also severely stretched, resulting in hours of waiting time for passengers for retrieving luggage from cancelled flights.

The crisis was worse at smaller towns, where IndiGo is many times the only airline present.

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'FULL REFUNDS, HOTEL STAY SHOULD HAPPEN AUTOMATICALLY'

Ministry Orders Probe, Eases Duty Time Rules for Indigo

Our Bureau

New Delhi: IndiGo's flight schedules are expected to stabilise by Saturday and fully normalise within three days, civil aviation minister Ram Mohan Naidu said on Friday, as he ordered a high-level probe into the airline's continued operational disruptions.

Naidu said the government has taken "urgent and proactive measures" after delays and cancellations left thousands of passengers stranded across major airports in the past few days. He said the probe will examine "what went wrong at IndiGo", fix accountability "wherever required for appropriate actions", and recommend steps to ensure passengers "do not face such hardships again".

In the most significant step, the minister said the flight duty time limitations (FDTL) issued by the Directorate General of Civil Aviation (DGCA) have been placed in abeyance. This relaxation applies only to IndiGo and is a temporary measure to support crew availability and restore schedules faster, according to the government. Naidu said the step has been taken "solely in the interest of passengers" and will not compromise safety.

IndiGo has been struggling with cascading delays since Tuesday, affecting operations in Delhi, Mumbai, Bengaluru, and other cities.

Naidu said directives issued on Friday are intended to help the

airline regroup crew and stabilise operations quickly. "We expect that flight schedules will begin to stabilise and return to normal by tomorrow," he said, adding that complete restoration is likely within three days.

Airlines have been instructed to give "regular and accurate updates" through enhanced online systems so passengers can monitor flight status from their homes. For cancellations, "full refunds will be issued automatically, without the need for passengers to make any requests". Travellers stranded for prolonged delays must be provided hotel accommodation arranged directly by the airline.

The government has taken "urgent and proactive measures" ... will examine "what went wrong at IndiGo", fix accountability "wherever required for appropriate actions" so that "passengers do not face such hardships again"

RAM MOHAN NAIDU, Civil Aviation Minister

Operations Expected to Normalise Soon: CEO

Our Bureau

Mumbai: IndiGo chief executive Pieter Elbers on Friday apologised to passengers after the airline was forced to cancel well over 1,000 flights, saying operations should gradually stabilise and return to normal between December 10 and 15.

The cancellations were triggered by crew shortages and Flight Duty Time Limitations, the safety rules that cap the number of hours pilots and cabin crew can work.

Elbers said the situation worsened after IndiGo carried out a full reboot of its operational system when earlier measures failed to restore normalcy.

"We have experienced severe operational disruptions for the past few days," he said. "Today, December 5th, has been the most severely impacted day with the number of cancellations well over 1,000, or more than half of our daily flights."

"Full operational recovery is expected to take five to ten days, with gradual normalisation

of services anticipated between December 10 and 15. Passengers are advised to monitor flight updates closely," in a message to customers, he added.

"I, on behalf of all of us at IndiGo, would like to extend our sincerest apologies for the major inconvenience this has caused to many of our customers on account of delays or cancellations," Elbers said. The CEO said IndiGo was working on three immediate priorities. The first is improving communication with passengers through updates on refunds, cancellations and support. "We have stepped up our call centre capacity," he said. The second is clearing stranded passengers at major hubs. "Our focus was, for all of them to travel today itself, which will be achieved," he said.

The third involves cancelling flights to realign pilots, cabin crew and aircraft so that Saturday's schedule begins on a more stable footing. Calling Friday's reset necessary, Elbers said cancellations are expected to fall on Saturday with support from the aviation regulator on FDTL implementation.





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An Airline Big Enough to Make a Bigger Impact

Experts say the government needs to relax regulations to encourage the entry of foreign airlines in India

Arindam Majumder

New Delhi: For long, India has been plagued by financially-fragile carriers which went bankrupt every few years, impacting the reliability of aviation as a mode of transportation.

The rise of IndiGo, one of the world's most profitable airlines, was thought to be a panacea as carriers that are financially sound, have high safety standards, a reliable schedule, and can offer affordable fares.

Millions gained from that as IndiGo expanded to the smaller towns which had never seen a flight before.

But over the last four days, the

unfolding crisis at IndiGo showed the risks of having a single dominant carrier. Travel plans of thousands of passengers went awry at the peak of holiday and wedding season, airport terminals were choked, even impacting other airlines which didn't have adequate parking bays.

On Thursday, Pune airport had to shut down for a few hours as all its six parking bays were occupied with grounded IndiGo planes.

Congress leader Rahul Gandhi on Friday alleged that the IndiGo "fiasco" is the cost of the government's "monopoly model" and asserted that India deserves fair competition in every sector, not "match-fixing monopolies."

To be fair, IndiGo's runaway



growth was a consequence of its sound business strategy while its rivals faltered. Kingfisher collapsed in 2012, followed by a near bankruptcy of SpiceJet. Jet Airways went bankrupt in 2018 followed by Go First in 2023.

IndiGo, meanwhile, kept adding planes, often at the rate of one per week, and currently has over 65% share of India's domestic market.

In contrast, the three top Chinese carriers don't control even half of the total seat capacity between them. While rival Air India's takeover by Tata's followed by a merger with full-service airline Vistara was expected to give competition, inefficiencies and high cost structure at the previously government-owned

airline has prevented it from emerging as an efficient competitor so far.

"I would like not to be dependent on a single airline, but what are my options. It's only IndiGo which is adding planes," said an official at an airport which had to call police to handle angry IndiGo passengers.

Ameet Datta, founder and managing counsel at ADP Law Offices said the government needs to finally ease rules to permit the entry of foreign airlines in India.

The Substantial Ownership and Effective Control norms makes it mandatory for an Indian carrier to be controlled and owned by an Indian or an Indian entity. This often discourages foreign airlines from starting operations.

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THE FINANCIAL EXPRESS

DELHI

6 DECEMBER 2025

Govt blinks on rules to end IndiGo chaos

• Normalcy expected in 3 days; DGCA to probe lapses

NITIN KUMAR
New Delhi, December 5

CIVIL AVIATION MINISTER Ram Mohan Naidu on Friday said complete normalcy in flight operations is expected within the next three days, announcing that the new Flight Duty Time Limitations (FDTL) rules have been placed in abeyance with immediate effect to curb the cascading crisis triggered by IndiGo's crew shortage.

"With initiation of various operational steps, flight schedules are expected to begin to stabilise and return to normal by Saturday," he said, adding that the rollback of FDTL Phase-II norms was aimed solely at stabilising services for passengers caught in the disruption.

The minister also ordered a



Stranded passengers search for their luggage after IndiGo cancelled more than 400 flights at the Kempegowda International Airport in Bengaluru on Friday

high-level inquiry into the airline's handling of the situation and issued fresh directions to IndiGo to mitigate passenger inconvenience. Airlines must now ensure automatic full refunds for all cancellations, hotel accommodation for

stranded passengers, and lounge access for senior citizens and persons with disabilities. Regular and accurate online updates have been mandated and a 24x7 control room has been activated by the ministry to oversee real-time

corrective action.

The crisis has spiralled since IndiGo failed to align its crew planning and training with the revised rest and duty rules, resulting in hundreds of cancellations over the last three days and scores of passengers

manacred at airports. On Friday, Delhi airport cancelled all IndiGo departures — around 155 flights — while Chennai halted all departures to major metros until 6 pm. Cancellations mounted across Mumbai, Bengaluru and Hyderabad as well, with airport sources putting the numbers at 104, 102 and 92 respectively.

The Directorate General of Civil Aviation (DGCA), which pulled up IndiGo on Thursday, said the airline had ignored repeated instructions to prepare for

the revised rules. In a detailed order, the regulator said IndiGo had been unable to accurately forecast crew availability, conduct timely training or review systems, triggering cascading delays and cancellations since late November.

Continued on Page 16

Govt blinks on rules to end IndiGo chaos

DURING A REVIEW meeting, the airline admitted to significant planning and assessment gaps in rolling out Phase-II of the FDTL CAR 2024. According to the DGCA, the lack of preparedness led to 170-200 daily cancellations and indicated deficiencies in internal oversight, operational preparedness and compliance planning.

DGCA has constituted a four-member committee to examine the circumstances that led to the disruption and recommend regulatory action. The DGCA has also directed its own inspectors, who are qualified pilots usually barred from commercial flying during their tenure, to operate IndiGo flights if required to stabilise operations.

The withdrawal of the weekly rest rule and broader FDTL relaxation has drawn criticism from the Airline Pilots' Association of India, which accused the DGCA of

The airline expects operations to return to normal between December 10 and 15, and has offered full refunds for all cancellations from December 5 to 15

granting selective and unsafe dispensation. The association alleged that IndiGo had expanded its winter schedule despite knowing the new test rules were coming and later created an artificial crisis to seek regulatory relief. It warned that any fatigue-related incident would rest on the regulator's shoulders.

The ministry, however, said the temporary rollback has been made without compromising on air safety and is intended to prioritise passengers, especially senior citizens, students and medical travellers, until schedules stabilise.

IndiGo, which carries two out of every three domestic flyers, acknowledged its missteps in crew planning. Its CEO Peter Eben issued a video apology on Friday, saying the airline had decided on a system-wide rollout to progressively improve stability. "Regrettably, earlier measures of the last few days have proven not to be enough," he said. "With these actions, we expect tomorrow (Saturday) to have cancellations below 1,000. The support of DGCA, in providing specific FDTL implementation relief, is of great help." The airline expects operations to normalise between December 10 and 15 and has announced full refunds on all cancellations from December 5-15.

Meanwhile, other carriers have begun stepping in to plug critical gaps, with SpiceJet adding nearly 30 flights from Delhi and Mumbai to meet demand as IndiGo works to restore its network.

EARLY COMPLIANCE, PRAGMATIC STRATEGY DRIVE GAINS FOR TATA GROUP-OWNED AIRLINE

Smooth flight for Air India

• Airline passes the test with minimal disruptions

YARUQHULLAH KHAN AND
AKBAR MERCHANT
New Delhi / Mumbai,
December 5

AIR INDIA'S STEADY performance in the first week of December stood in sharp contrast to IndiGo's mass cancellations, underscoring two very different approaches of transition planning to tougher flight duty time limitation (FDTL) norms. As IndiGo cancelled around 1,900 flights between December 1 and 5, the Tata-owned airline group passed the test with minimal disruption, showing how early compliance, moderated ambition and a realistic reading of the new rules allowed it to succeed where IndiGo failed.

The divergence began months earlier. While IndiGo increased winter departures by nearly 10% to over 15,000 weekly flights, Air India chose restraint, trimming its winter schedule by 2%. That single decision created the cushion the group needed when FDTL rules took effect from December 1. Air India's weekly departures fell slightly year-on-year to 7,448, while IndiGo pushed to its highest-ever schedule, only to find itself operating far beyond what its pilot strength could support under the new regime.

The rules themselves were not a surprise. The DGCA had flagged the need for higher



weekly rest, reduced night landings and tighter caps on night flying months in advance. For an airline running high utilisation and steep network growth, these changes demanded deeper staffing buffers. IndiGo had little to offer.

At the heart of its meltdown lay chronic under-hiring. IndiGo operates around 410 aircraft but has only 5,700 pilots - roughly 14 per aircraft. On paper the ratio appears viable, but it falls apart when new rest rules demand additional reserve crews. IndiGo's network stretches across 80 domestic destinations, supported by an aircraft utilisation of 14-15 hours a day and 6-7 flights per aircraft. That model left almost no slack. The airline admitted it maintained only a 4% crew buffer, which evaporated the moment the FDTL changes kicked in. Even by early December, IndiGo acknowledged it needed 2,422 captains but had only 2,357, a shortfall

impossible to bridge quickly given the lengthy training and check-ride cycles for command upgrades.

Air India entered the same regulatory environment with more insulation. Its 295-aircraft fleet is served by roughly 3,500 pilots, a lower ratio than IndiGo's but supported by a very different operational approach: shorter aircraft utilisation, tighter network design and greater in-built redundancy. Air India's domestic aircraft fly 11-12 hours a day, producing 4-5 flights per aircraft. When the new norms reduced flexibility on night operations, the airline could scale back to 10-11 hours without breaking its schedule. IndiGo, operating close to theoretical maximum efficiency, simply did not have that option.

Network breadth also mattered. Air India and Air India Express serve about 55 domestic destinations through a hub-and-spoke structure centred on

Delhi, Mumbai and Bengaluru. The contained layout made it easier to redesign rosters and duty patterns in compliance with the new norms. IndiGo's sprawling national footprint added complexity in pairing flights, moving crews and maintaining legal duty-time sequences.

Much of Air India's resilience grew out of decisions taken during and after the group's post-merger consolidation. The integration of Air India and Vistara in 2024, and Air India Express with AIX Connect earlier the same year, allowed the group to rationalise its network.

Executives say the Tata Group's five-year, staggered expansion plan is designed precisely to avoid the sort of disruption IndiGo is now battling. By moderating growth and building capacity ahead of demand, the group created a safety margin that proved decisive when the regulatory environment tightened.

Situation to normalise by Dec 15, says IndiGo CEO

FE BUREAU
New Delhi, December 5

WITH INDIGO CANCELLING more than 1,000 flights on Friday, the airline's CEO Pieter Elbers said the situation is anticipated to normalise between December 10-15.

Elbers, in a video message, apologised for the major inconvenience caused to the passengers due to the disruptions.

"Regrettably, earlier measures of the last few days have proven not to be enough. So we decided today for a reboot of all our systems and schedules, resulting in the highest number of cancellations so far, but imperative for progressive improvements starting tomorrow onwards," he said.

"With these actions, we expect tomorrow (Saturday) to have cancellations below 1,000. The support of DGCA, in providing specific FDTL implementation relief, is of great help," Elbers said.

Aviation regulator DGCA has kept in abeyance the implementation of the new Flight Duty Time Limitations (FDTL) norms, and gaps in planning the second phase implementation of these norms are one of the key factors for the current flight disruptions.

Elbers also acknowledged that the airline had fallen short of expectations.

Delhi-Bengaluru fare skyrockets to ₹1 lakh

SHUBHAM CHHABRA
New Delhi, December 5

AIRFARES ON MAJOR domestic routes skyrocketed on Friday after IndiGo cancelled all its domestic departures from Delhi Airport until midnight. The sudden grounding created an immediate shortage of seats, causing a sharp rise in last-minute ticket prices across the country.

Delhi Airport confirmed on its official X handle that all IndiGo domestic flights scheduled to depart on December 5 would remain cancelled until 11:59 p.m. The airport added that operations for other airlines continued as usual and urged passengers to check flight status before heading to terminals.

According to Air India's official website, the airline had no flights available from Delhi to



Bengaluru, Delhi to Mumbai, or Delhi to Chennai on Friday, leaving travellers with limited options. According to ixigo, at 2:30 pm, the fare for a one-stop Delhi-Bengaluru Air India flight on Friday night surged to ₹1.02 lakh, while a direct SpiceJet ticket on the same route was priced at ₹93,719. New Delhi-Mumbai fares on SpiceJet peaked at ₹55,000. Chennai-

Bengaluru, Delhi to Mumbai, or Delhi to Chennai on Friday, leaving travellers with limited options. According to ixigo, at 2:30 pm, the fare for a one-stop Delhi-Bengaluru Air India flight on Friday night surged to ₹1.02 lakh, while a direct SpiceJet ticket on the same route was priced at ₹93,719. New Delhi-Mumbai fares on SpiceJet peaked at ₹55,000. Chennai-

Delhi tickets touched ₹90,000, with SpiceJet being the only operator in that route, according to information available on the ixigo website. Hyderabad-Delhi flights were also impacted, with one-stop Air India tickets climbing up to ₹71,000.

The disruption led to cancellation of over 220 IndiGo flights in the national capital, and more than 100 in Bengaluru.

Pilot bodies against dilution of safety rules

YARUQHULLAH KHAN
New Delhi, December 5

THE AIRLINE PILOTS' Association of India on Friday warned the Directorate General of Civil Aviation, that its decision to hold back the implementation of the revised Flight Duty Time Limit norms because IndiGo failed to comply has opened the door to an unsafe flying environment passengers. In a letter to the aviation regulator, the association said the move runs against the spirit of the new

fatigue rules and directly compromises public safety, especially after months of written representations and face-to-face discussions.

ALPA reminded the regulator that safety cannot be weighed against commercial pressures, noting that any fatigue-linked incident arising from these concessions would rest with the DGCA, not the pilots. The association said that during its meeting with the regulator on November 24, the understanding had been firm

that no airline, including those with strong commercial influence, would receive exemptions or operational variations. That conversation, ALPA said, reaffirmed that FDTL norms exist entirely to protect human life and that diluting them exposes crews, passengers and aircraft to unnecessary risk.

The association also said that airlines had been given nearly two years to prepare for the new rules, divided into two phases.



Corporate Communications Directorate

HARI BHUMI

DELHI

6 DECEMBER 2025

इंडिगो उड़ान संकट पर राज्यसभा में उठे सवाल, विपक्ष ने घेरा

हरिभूमि ब्यूरो ॥ नई दिल्ली

अभी कुछ ही दिन पहले राजद प्रवक्ता कंचना यादव ने एयर इंडिया फ्लाइट के अचानक रद्द किया जाने, कोई सूचना नहीं दिए जाने पर सवाल उठाये थे। वो वीडियो काफी वायरल हुआ था।

मगर अब जो इंडिगो के कुव्ववस्था से देश भर में 509 से ज्यादा फ्लाइट कैसिल हुई हैं उससे ऐसा कोई एयरपोर्ट नहीं जहां यात्रियों को परेशानी न हो रही हो। हवाई सेवा में इंडिगो के अधिकतर रूट पर एकाधिकार होने की वजह से हवाई यात्रियों में त्राहिमाम मचा हुआ है। हर आम और खास इंडिगो को बदईतजामी का शिकार हो रहा है। यही वजह है कि उसका असर एयरपोटर्स से संसद तक देखने को

मिला। राज्यसभा में तमाम विपक्षी सांसदों ने केंद्र सरकार को घेरते हुए हवाई यात्रियों के बीच मची अफ़राताफ़री पर सफ़ाई मांगी। संसदीय कार्य मंत्री किरण रिजिजू में उच्च सदन में कहा कि इंडिगो की सैकड़ों हवाई सेवा के अचानक रद्द होने की वजह, यात्रियों को हुई परेशानियों पर विस्तृत जांच के बाद नागरिक उड्डयन मंत्री राम मोहन नायडू उच्च सदन को विस्तार से जानकारी देंगे। इंडिगो के ऐसे हालात की वजह से संसद, मंत्री सब परेशान दिखे। सप्ताह के आखिरी दिन शुक्रवार को सभी सांसद संसद में भाग लेने के बाद अपने अपने क्षेत्रों में लौटते हैं लेकिन अधिकतर सांसदों ने कहा उनके पास इंडिगो फ्लाइट रद्द होने की सूचना आई है।

यात्रियों की परेशानी पर जताई चिंता: संकट की शुरुआत ही एयरलाइन सेक्टर की अव्यवस्था पर चिंता के साथ हुई। कई सांसदों ने उड़ानें रद्द किए जाने को 'यात्री सुरक्षा और सुविधा पर सीधा प्रहार' बताया।

दिल्ली, मुंबई और हैदराबाद समेत कई हवाई अड्डों पर उड़ानें प्रभावित होने के बाद हंगामा किया, कई यात्री प्लाइट न मिलने से रोने लगे

हताश यात्रियों के सब्र का बांध टूटा



नई दिल्ली, प्रमुख संवाददाता। देशभर में इंडिगो की उड़ानें रद्द होने के कारण शुकवार को भी यात्री बेहाल रहे। दिल्ली, मुंबई, हैदराबाद और कर्नाटक जैसे हवाई अड्डों पर यात्रियों के सब्र का बांध टूट गया और जमकर हंगामा किया। इस दौरान कई यात्रियों की तेज बहस भी कर्मचारियों से हुई।

सोशल माध्यम एक्स पर भी कई यात्रियों ने अपना दर्द साझा किया है। माना जा रहा है कि दिल्ली हवाई अड्डे से दो सौ से ज्यादा उड़ानें निरस्त की गई हैं। विमान यात्रियों के लिए खींचे दो दिनों से चल रही परेशानी शुकवार को भी बनी रही। सुबह का कहना है कि शुकवार को विमानन कंपनी इंडिगो के 200 से ज्यादा विमान दिल्ली हवाई अड्डे से निरस्त किए गए हैं। इसमें से कई विमान ऐसे हैं जिनमें एक दिन पहले ही निकल जाना था। तमाम यात्री अपने विमान के लिए कई-कई घंटे से हवाई अड्डे पहुंच गए हैं, लेकिन उन्हें अपने विमान के बारे में सही जानकारी नहीं मिल रही है। इसके चलते यात्रियों का गुस्सा भी बढ़ता हुआ दिखा। सोशल मीडिया पर साझा कई वीडियो में यात्री अपना दर्द बयां कर रहे हैं। सोशल मीडिया पर साझा एक वीडियो में एक यात्री काउंटर पर बैठे महिला कर्मचारी से अपनी बेंच के लिए सेनेटरी पैड मांगते पढ़ा रहा है।

48 हजार में खरीदना पड़ा बैंगलुरु का टिकट: कर्नाटक के रहने वाले एरिकलॉस दिल्ली में एक आईटी कंपनी में नौकरी करते हैं। वे बताते हैं कि उन्हें कुछ जरूरी काम से बैंगलुरु जाना था। इसके लिए उन्होंने बैंगलुरु की टिकट उन्होंने सप्ताह आठ हजार में बुक कराई थी। अभी तक उनके पास उनके निरस्त होने का मैसेज नहीं आया है, जबकि उन्होंने अब दूसरी विमान कंपनी से 48 हजार 500 रुपये का टिकट खरीदा है। यह कनेक्टिंग फ्लाइट सनवार की सुबह उड़ान भरनी। उन्होंने इंडिगो कंपनी के गैर जिम्मेदारी भरे रवैये पर रोष जाहिर किया।

तीन बार पुनर्निर्धारित की गई उड़ान: वहीं एक अन्य यात्री एडवोकेट श्वेता कपूर ने भी इंडिगो की उड़ान रद्द होने के बाद अपना अनुभव साझा किया। उन्होंने कहा कि उनकी उड़ान



संकट कर्नाटक के बैंगलुरु इंटरनेशनल एयरपोर्ट पर शुकवार को एक काउंटर के पास अपना सामान ढूंढते लोग। • DC

राज्यों का हाल

यूपी: एयरलाइंस कर्मियों में दिनभर नोकझोंक चली लखनऊ। लखनऊ आने-जाने वाली कुल 42 फ्लाइट शुकवार को निरस्त कर दी गई। वहीं, अयोध्या में माहर्षि वाल्मीकि अंतर्राष्ट्रीय हवाई अड्डे पर यात्री उड़ानें रद्द कर दी गईं। वाराणसी आने और जाने वाली इंडिगो एयरलाइंस की सभी 44 उड़ानें रद्द रही। इससे आठ हजार से ज्यादा यात्री परेशान रहे।

उत्तराखंड: देहरादून जाने वाली 13 उड़ानें रद्द रहीं जोईवाला। देश के नौ शहरों से देहरादून पहुंचने वाली इंडिगो की सभी 13 उड़ानें रद्द कर दी गईं। इससे यात्रियों को परेशानियों का सामना करना पड़ा है और वह दिनभर झंझर-उधर भटकते रहे। दिल्ली से फ्लाइट फंका देने के लिए दून के यात्रियों को कई किलोमीटर का सफर करना पड़ा।

बिहार: पटना-दिल्ली का किराया लंदन से भी ज्यादा पटना। पटना से नई दिल्ली का किराया, नई दिल्ली से लंदन के किराये को भी धर कर गया है। रविवार को पटना से नई दिल्ली (रवाइसपेट) का विमान किराया 41380 रुपए है, जबकि उसी दिन दिल्ली से लंदन (हिंड्रो) का किराया (एयर इंडिया) 26351 रुपए है।

झारखंड: रांची में भी व्यवस्था चरमरा गई रांची। देशभर में उड़ानों के प्रभावित होने से झारखंड में भी विमान सेवा चरमरा गई है। बिरसा मुंडा एयरपोर्ट पर शुकवार को विमान यात्रियों का सफर ठक गया। शुकवार की इंडिगो ने 11 उड़ानें को रद्द दिया। इससे दिन भर एयरपोर्ट यात्रियों की गहमा-गहमी बनी रही।

शुकवार की रात की थी। जब वे दिल्ली के अड्डे आई हवाई अड्डे पर पहुंचे तो चेक इ हो रहा था, लेकिन इंडिगो का

कोई भी काउंटर काम नहीं कर रहा था। कई उड़ानें देरी से चल रही थीं और कुछ रद्द भी हो गई थीं। लेकिन, यात्रियों को

सहायता के लिए नंबर जारी
011-24610843
011-24693963
096503-91859

5 दिसंबर को हवाई किराया

शहर	किराया	सामान्य
दिल्ली-मुंबई	52317	6-7 हजार
दिल्ली-बैंगलुरु	39101	5-7 हजार
गोंया दिल्ली	35946	5-8 हजार
दिल्ली-पटना	45733	4-7 हजार
दिल्ली-लखनऊ	16837	3-4 हजार

■ स्टाइंडस्टैंस पर शाम 5 बजे तक 5 दिसंबर के लिए किराया

रेलवे ने चार प्रीमियम ट्रेनों में बढ़ाए एसी कोच

नई दिल्ली, एजेसी। इंडिगो एयरलाइंस की उड़ान सेवाओं में आए बड़े व्यवधान के बाद यात्रियों की बढ़ती मांग को देखते हुए रेल मंत्रालय ने शुकवार को बड़ा कदम उठाते हुए 37 प्रीमियम ट्रेनों में कुल 116 कोच बढ़ाने का फैसला किया। अधिकारियों के अनुसार, ये सभी ट्रेनें नई दिल्ली, मुंबई, लखनऊ, जम्मू तबी, पटना, हवाई और चेन्नई जैसे प्रमुख स्टेशनों से चलती हैं और देशभर के बड़े व छोटे शहरों को जोड़ती हैं।

तय समय में तैयारी करने में रही असफल: एएलपीए

नई दिल्ली, वि.सं। एयरलाइंस फायलट एसोसिएशन ऑफ इंडिया (एएलपीए) ने डीजीसीए के फैसले पर आपत्ति जताई है। एसोसिएशन की तरफ से कहा गया कि 24 नवंबर को हुई बैठक में यह सर्वसम्मति से तय हुआ था कि व्यवसायिक हितों के लिए कोई फ्लूट नहीं दी जाएगी। फायलटों की इयूटी के नियम (एफडीटीएल) मानव जीवन की सुरक्षा के लिए हैं। यात्रियों की असुविधा के बहाने, इंडिगो जानबूझकर नियमों के कार्यान्वयन में देरी कर रही है। तय समय में तैयारी नहीं करने की बात भी कही गई।

संसद में मामला उठा, केंद्र ने कहा-विस्तृत जवाब देंगे

नई दिल्ली, विशेष संवाददाता/एजेसी। इंडिगो की उड़ानें रद्द होने से यात्रियों को हो रही मुश्किलों का मुद्दा शुकवार को संसद के दोनों सदन में भी उठा। सरकार ने कहा हम इस मामले में विस्तृत जवाब देंगे।

कमिंस के राज्यसभा सदस्य प्रमोद तिवारी ने इस पर चिंता जताते हुए कहा कि एयरलाइंस के बढ़ते एकाधिकार का असर आम लोगों के साथ-साथ संसदों पर भी पड़ रहा है। समाजवादी पार्टी के राज्यसभा संसद नैरज कुशावाहा ने कहा कि यह बहुत दुर्भाग्यपूर्ण है।

राणा के ही एक अन्य सांसद आनंद भदौरिया ने पायलटों के नए नियमों को इसका कारण बताया। भाजपा सांसद जगदीशका पाल ने यह मुद्दा लोकसभा में उठाते हुए कहा कि सत्ताहारी में कई सांसदों को अपने क्षेत्रों में लौटने में परेशानी आईगी।

तीन दिन में सामान्य परिचालन होगा: नायडू

नई दिल्ली, एजेसी। नागर विमानन मंत्री के. राममोहन नयडू ने शुकवार को कहा कि नए उड़ान शुल्क मानदंडों को स्विकार रखने सहित विभिन्न परिचालन उपायों से इंडिगो की उड़ानों में व्यवधान को दूर करने में मदद मिलेगी। उन्होंने कहा कि अगले तीन दिन में सेवाएं पूरी तरह बहाल होने की उम्मीद है।

सरकार के एकाधिकार मॉडल का नतीजा: लोकसभामें नेतृत्व प्रतिष्ठा रहल यात्री ने इंडिगो में परिचालन संबंधी व्यवधान को लेकर शुकवार को केंद्र सरकार पर निरुत्साहना साधा। उन्होंने आरोप लगाया कि इंडिगो की विफलता इस सरकार के 'एकाधिकार मॉडल' का नतीजा है।

उनका सामान नहीं मिला था। लोग चिल्ला रहे थे। वे बताती हैं कि जब वे पहुंचे तो

एयरलाइंस के कर्मचारियों ने उनके सामान को जांच की। उनकी उड़ान को तीन बार पुनर्निर्धारित किया गया।

सोशल मीडिया से

इंडिगो ने जो किया वह जानबूझकर किया गया
वा। यह अचानक रुकावट नहीं थी, यह योजना के तहत हड़ताल थी, ताकि सरकार झुक सके। - अभिजीत गांगुली

मेरी प्लाइट कैन्सल हो गई। मुझे सिर्फ तीन घंटे पहले मेरेज भेजा गया। अब कह रहे हैं कि रिफंड वापस नहीं होगा। ऐसा क्यों किया जा रहा है। इस मामले में सरकार को इंडिगो एयरलाइंस पर सख्त कार्रवाई करनी चाहिए। - अर्पण सेन गुप्ता

एयरलाइंस की शानदार सर्विस की वजह से बैंगलोर एयरपोर्ट पर अफरातफरी मच गई। इंडिगो की वजह से मुझे इतना नुकसान हुआ है कि मैं भविष्य में कभी सपने में भी नहीं सोचूंगा कि कोई घरेलू उड़ान लूं। कारा में कभी पैदा ही न हुआ होता। - अक्षय रेना

इंडिगो की हालत अभी बहुत खराब है। एक के बाद एक फ्लाइट्स कैन्सल हो रही हैं। अफरातफरी मची है। यात्री कू से बहस कर रहे हैं। मेरी प्लाइट बिना किसी वॉलेंटरी के लेट हो गई है। कोई अपडेट नहीं दिया जा रहा है। - अरुण प्रभुदेशाई

कृपया उन उड़ानों की कीमतें कम करें, जो बहुत ज्यादा रेट मांग रही हैं। ऐसा वित्कुल नहीं होना चाहिए! इंडिगो पर जुर्माना लगाया जाए। यात्री को खामियाजा भुगतना पड़ रहा है। - अब्बास

सवाल

उड़ानों में देरी या रद्द होने पर जानें अपने अधिकार

एयरलाइन की नीति और नागरिक उड्डयन महानिदेशालय (डीजीसीए) के मानदंडों के अनुसार यात्रियों को अधिकार दिए गए हैं। उड़ानों में देरी या रद्द होने की स्थिति में एयरलाइन को यात्री को होटल में टहरने, भोजन की व्यवस्था और मुआवजे तक का अधिकार है। अपने इन अधिकारों को जानें...

उड़ान में देरी पर

 यात्री ने समय पर चेक-इन किया है, तो फ्लाइट के समय के हिसाब से देरी की अवधि पर यात्री के अधिकार निर्भर करते हैं।

मुफ्त भोजन और नारता

- 2+ घंटे (2.5 घंटे से कम समय वाली फ्लाइट के लिए)।
- 3+ घंटे (2.5-5 घंटे से ज्यादा समय वाली फ्लाइट के लिए)।
- 4+ घंटे (5 घंटे से ज्यादा समय वाली फ्लाइट के लिए)।
- अगर देरी 6 घंटे से ज्यादा होती है, तो एयरलाइन को दो विकल्प देने होंगे: 6 घंटे के अंदर दूसरी फ्लाइट, या टिकट का पूरा पैसा वापस।

यदि रातभर का विलंब हो

-  अगर देरी रात भर या 24 घंटे से ज्यादा हो, तो एयरलाइन को (डी) होटल में रहने की जगह (ट्रांसफर के साथ) देनी होगी।
- हालांकि, नियमों में एक छूट है। अगर देरी एयरलाइन के कंट्रोल से बाहर असाधारण हालात की वजह से होती है, तो एयरलाइन होटल (या मुआवजा) देने के लिए मजबूर नहीं है। जैसे कोहरा, मौसम की स्थिति, सुरक्षा जोखिम, प्राकृतिक आपदाएं इत्यादि। लेकिन कू की कमी, रीस्ट्रिंग की समस्याएं की वजह से देरी होने पर होटल की व्यवस्था करनी होती है।

दूसरी उड़ान से मना करने और पूरे रिफंड का अधिकार

 अगर फ्लाइट रद्द हो जाती है या 6 घंटे से ज्यादा लेट होती है, तो एयरलाइन की दूसरी फ्लाइट लेने से मना करने और पूरा रिफंड मांगने का अधिकार है।

कितने दिन में वापस मिलेंगे पैसे?

- कैश/बैंक ट्रांसफर - तुरंत
- क्रेडिट कार्ड - सात दिनों के अंदर
- ट्रेवल एजेंट - खुद क्लेम करना होगा।

रद्द होने पर मुआवजे की कर सकते हैं मांग

 अगर एयरलाइन प्रस्थान की तय तिथि से कम से कम दो हफ्ते पहले रद्द होने के बारे में नहीं बताती है, तो यात्री कानूनी तौर पर मुआवजे के हकदार है। समय पर जानकारी नहीं दी जाती है, या यात्री कनेक्टिंग फ्लाइट मिस कर देता है, तो एयरलाइन को पूरे रिफंड के अलावा मुआवजा भी देना होगा।

मुआवजे की रकम फ्लाइट के समय पर निर्भर करती है

- 1 घंटे तक की फ्लाइट: 5000 रुपये (या बेसिक किराया + फ्यूल चार्ज, जो भी कम हो)।
- 1 से 2 घंटे के बीच की फ्लाइट: 7500 रुपये (या बेसिक किराया + फ्यूल चार्ज, जो भी कम हो)।
- 2 घंटे से ज्यादा लंबी फ्लाइट: 10000 रुपये (या बेसिक किराया + फ्यूल चार्ज, जो भी कम हो)।

सामान खोने पर भी मुआवजे का नियम

 यात्रा के दौरान चेक इन किया हुआ सामान खो जाता है, या साथ नहीं पहुंचता या टूट जाता है तो इसके लिए मुआवजे का नियम है। घरेलू उड़ानें: 20 हजार रुपये तक मुआवजा, अंतरराष्ट्रीय उड़ानें: लगभग 1.2 लाख प्रति पैसेंजर

शिकायत कहां करें?

 अगर एयरलाइन क्लेम खारिज कर देती है (जैसे मौसम को दोष देना जबकि असल में कू की कमी थी) तो शिकायत दर्ज करानी होगी। इसके लिए सरकार के एयरसेवा ऐप/पोर्टल या डीजीसीए के नोडल ऑफिसर के पास शिकायत कर सकते हैं। ये सभी बड़े हवाई अड्डों पर रहते हैं।



Corporate Communications Directorate

THE HINDU

DELHI

6 DECEMBER 2025

IndiGo cancels over 1,000 flights, gets exemption from new night duty rules

Jagriti Chandra
NEW DELHI

IndiGo cancelled more than 1,000 flights on Friday and will axe hundreds more on Saturday, crippling air travel across India and sending airfares skyrocketing. These prompted the government to exempt the country's largest airline from meeting new rules until February 10.

The airline suspended all departures from the Delhi airport for the entire day to reboot its systems and stop cascading delays. It cancelled all its domestic flights from Chennai and all flights from Bengaluru to Delhi and Mumbai for the entire day.

"Cancellations were made today to align our aircraft and crew to be where



New norm: Distressed passengers at Rajiv Gandhi International Airport on the outskirts of Hyderabad on Friday. NAGARA GOPAL

they need to be in order to start afresh tomorrow morning. Measures of the last few days have regrettably proven to be not enough. We have decided today for a reboot of all our systems and schedules," IndiGo's chief executive officer (CEO) Pieter Elbers said in a recorded video

message. He added that cancellations on Saturday were expected to be "below 1,000".

The size and scale of IndiGo's operations meant normalcy is expected only between December 10 and 15, according to the CEO. The airline operates a total of 2,200 flights every day

and accounts for six out of every 10 passengers who travel by air.

'Planning gaps'

The Directorate General of Civil Aviation (DGCA) granted IndiGo exemptions from night duty restrictions, including the cap on two landings, until February 10. The airline had admitted to the government that it underestimated the increased crew requirements, despite the court order issued in April 2025 on new duty hours, and acknowledged "planning gaps" in its operations for the rules that came into effect on November 1.

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RAILWAYS ADDS COACHES

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IndiGo exempt from new night duty rules

"This exemption has been granted solely to facilitate operational stabilisation and in no way amounts to dilution of safety requirements," a press statement issued by the Ministry of Civil Aviation said.

During this period, the DGCA will review steps taken by IndiGo to address the situation, including hiring of adequate crew to comply with the revised norms. A four-member panel has also been constituted to inquire into the reasons for this massive disruption.

As airfares skyrocketed, SpiceJet added seven flights on Friday to destinations like Mumbai, Bengaluru and Kolkata and 17 flights on Saturday.



Corporate Communications Directorate

THE HINDU

DELHI

6 DECEMBER 2025

IndiGo crisis due to monopoly model of govt.: Opposition

The Hindu Bureau
NEW DELHI

Congress leader Rahul Gandhi on Friday blamed the large-scale disruption of IndiGo flights on what he called the Centre's "monopoly model", arguing that India needs fair competition instead of "match-fixing monopolies".

With IndiGo cancelling nearly 1,000 flights on Friday, creating chaos at airports and leaving thousands of passengers stranded, Mr. Gandhi said ordinary travellers were paying the price for policy failures.

"IndiGo fiasco is the cost of this government's monopoly model. Once again, it's ordinary Indians who pay the price in delays, cancellations and helplessness," he said in a post on X, adding, "India deserves fair competition in every sector, not match-fixing monopolies."

Congress general secretary (organisation) K.C. Venugopal asserted that mass cancellations were the result of the government "sleeping at the wheel", and accused the Narendra Modi government of shrinking what was once a



Rahul Gandhi

competitive aviation sector into a virtual duopoly.

"The Modi Government has reduced a once-competitive industry to two players, prioritising corporate greed over passengers' interests... What is the mechanism that @MoCA_Gol has set up to ensure passengers get full refunds for these cancelled flights?" the Congress MP asked.

Communist Party of India general secretary D. Raja said his party had cautioned the Centre about the near monopoly control in the sector, which would ultimately compromise passenger safety, burden pilots and crew and strengthen private airlines at the cost of public interest. "The current collapse of operations at IndiGo proves those concerns," Mr. Raja said on X.



Corporate Communications Directorate

THE HINDUSTAN TIMES

DELHI

6 DECEMBER 2025

 Hindustan Times

IndiGo disruption leads to airfares surging up to 10X

Jasjev Gandhiok, Gargi Shukla, Snehil Sinha, Hemani Bhandari, Yogesh Nalk and Surjit Singh

letters@hindustantimes.com

NEW DELHI/MUMBAI/AMRITSAR:

Airfares across Indian carriers surged to as much as ten times their usual rates on Friday following IndiGo's mass cancellation of over 1,000 flights, with round-trip tickets on major routes crossing ₹80,000-₹100,000 as passengers scrambled for limited seats on rival services.

A Delhi-Mumbai return ticket reached ₹93,000, while return fares to Bengaluru touched ₹92,000, Kolkata ₹94,000 and Chennai ₹80,000—compared to typical same-day economy round-trip fares of ₹20,000-₹25,000 on these routes. Even last-minute bookings under normal circumstances rarely exceed ₹30,000.

By Friday evening, most flights were sold out, leaving passengers with little choice but to pay highly inflated fares or postpone travel.

"A return ticket that should have cost around ₹25,000 cost me ₹50,000 with another airline. I had no option but to buy the expensive tickets. It's terribly unfair on fliers," said a 36-year-old Delhi-based lawyer who booked a ticket to Bengaluru.

Travel agents said passengers facing emergencies were paying five to ten times normal fares, while others chose to extend their stays or seek alternative transport.

"While people in an emergency have chosen to still book other airlines, we have most customers telling us that they want to extend their stay and wait. Booking trains for shorter journeys of four to seven hours is also emerging as an option," said Rahul Saraswat, general manager at Delhi-based travel company Shivam Services.

Varun Thakral, who runs Lux-

A DELHI-MUMBAI RETURN TICKET REACHED ₹93,000, WHILE RETURN FARES TO BENGALURU TOUCHED ₹92,000, KOLKATA ₹94,000 AND CHENNAI ₹80K

ury Vacations, said: "The Delhi-Mumbai, Delhi-Bengaluru routes are heavily impacted and the prices have increased exponentially. For instance, for a Delhi-Mumbai flight, airlines other than IndiGo are selling return tickets for ₹40,000-50,000".

A Gulzar, 62, who works in the social sector, came to Delhi for a US Embassy interview that was scheduled as a one-day affair. "My ticket got cancelled. I have managed to get one Air India ticket for Hyderabad on December 6, but they are charging exorbitant prices. Normally, a ticket from Delhi to Hyderabad would cost around ₹5,000-7,000, but I had to pay ₹32,000 for it," he said.

Tickets connecting cities other than the capital recorded similar trends.

A Chandigarh to Bengaluru ticket on December 6 showed ₹65,000 for a single seat on Air India—a journey involving a lay-over in Mumbai with approximately 10 hours flying time. Passengers headed to Mumbai from Chandigarh were quoted fares around ₹43,000 for one-way bookings.

Chandigarh-based travel agent Manjit Singh said the spike was expected given IndiGo's network size. "With IndiGo being the largest carrier of domestic flights, other airlines are now shooting up the prices, at least for another two-three days. So far, reasonable

prices are showing from Monday onwards, but looking at the situation, the prices will shoot up further in a few hours," he said.

IndiGo cancelled all 11 flights from Jammu on Friday and 13 from Srinagar, with passengers complaining of inadequate support from the airline.

IndiGo cancelled 258 flights in Mumbai—133 departures and 125 arrivals—out of 396 scheduled flights. Mumbai airport sources said 308 flights had been cancelled since December 3.

Luggage piled up in various cargo sections with minimal staff available for collection. Many passengers were seen arguing with IndiGo staff.

A couple whose Chandigarh flight was cancelled learned of the disruption while en route to the airport and had to return home. "We tried booking on other airlines, but prices were jacked up," they said.

"Whatever has happened shouldn't have happened. DGCA has taken note of it. IndiGo is India's biggest airline in terms of operations. During the winter season, everyone is planning to travel either within the country or overseas. It's a peak period to travel to different destinations. The airline shouldn't have inconvenienced people. Those travelling from overseas may have to redraw their travel plans during Christmas, owing to such high airfares," said Iqbal Mulla, former president of Travel Agents Association of India.

Civil aviation minister Ram Mohan Naidu has directed DGCA to closely monitor airfares during the flight disruptions and ensure the crisis does not lead to fare increases, according to a ministry statement issued Thursday.

With inputs from Dheer Chavla, Atiq Sheikh, Mandeep Narain, Mi Dhan and Ravi Krishan Khajuria



Corporate Communications Directorate

THE HINDUSTAN TIMES

DELHI

6 DECEMBER 2025

 Hindustan Times

RAHUL TARGETS GOVT, MINISTER BLAMES AIRLINE MISMANAGEMENT

Agencies

www.hindustantimes.com

NEW DELHI: Leader of opposition Rahul Gandhi on Friday alleged that the IndiGo 'fiasco' is the cost of the BJP-led central government's 'monopoly model' even as Union civil aviation minister Ram Mohan Naidu blamed the airline for mismanagement.

IndiGo on Friday cancelled 1000 flights triggering chaos at airports across the country and leaving thousands of passengers stranded.

"IndiGo fiasco is the cost of this Govt's monopoly model. Once again, it's ordinary Indians who pay the price - in delays, cancellations and helplessness," the leader of Opposition in the Lok Sabha said on X.

Shiv Sena (UBT) MP Priyanka Chaturvedi slammed the government, saying that there is no point in running the Civil Aviation ministry if it is not paying attention to the problems of passengers.

Naidu, however, blamed the mismanagement by airline for the crisis.

"What has unfolded is due to mismanagement by IndiGo regarding its crew. We have given certain abeyance regarding FDTL norms to IndiGo to ensure normalcy," Naidu told ANI.

Union home minister Amit Shah reviewed the situation and spoke to Naidu on Friday morning.

The Directorate General of Civil Aviation on Friday exempted IndiGo's Airbus A320 fleet from certain rules on pilot duty hours at night, after a representation from the airline a day earlier. It also allowed IndiGo to call back pilots deployed elsewhere for flying duties. Separately, it withdrew a rule that prevented airlines from counting pilot leave as weekly rest to meet flying duty norms.

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THE HINDUSTAN TIMES

DELHI

6 DECEMBER 2025

Hindustan Times

Rule concession draws ire of pilots

Neha LM Tripathi
@nehatripathi

NEW DELHI: A pilot union and pilots working for IndiGo riled the government's decision to relax new crew rostering norms in the wake of the chaos it caused — with 1,000 flights cancelled since Tuesday by the airline — because the airline was not scaled adequately to meet the new Flight Duty Time Limitations that came into effect November 1, but were announced in early 2024.

One person termed the airline's action "blackmail" and demanded that it be slapped with a hefty fine.

The Directorate General of Civil Aviation on Friday exempted IndiGo's Airbus A320 fleet from certain rules on pilot duty hours at night, after a representation from the airline a day earlier. It also allowed IndiGo to call back pilots deployed elsewhere for flights. Separately, it withdrew a rule that prevented airlines from consulting pilot leave as weekly rest to meet flying duty norms.

The new norms, based on global benchmarks, were expected to make flying safer and also improve working conditions for pilots.

The relaxation, according to aviation regulator DGCA, was prompted by representations from IndiGo citing "severe operational disruptions, including massive flight cancellations, delays and consequential passenger inconvenience." The airline told the regulator that the disruption had "primarily arisen due to the implementation of Phase-2 of the revised FDTL Civil Aviation Requirements."

It is not clear why the airline did not staff adequately despite the more than adequate warning it had about the implementation of the new norms.

IndiGo is a really smart airline. The airline management knew many months back about the new FDTL and the draft FDTL was known to everyone, yet they chose to not consider rostering crew accordingly. Instead to ask for a grace period to implement it. The airline seems to have no



Passengers line up at the international airport in Hyderabad.

regard for passengers or their air-crew," one pilot at the airline said, asking not to be named.

"Instead of concentrating on increasing routes, they should have worked to follow the new norms," another pilot at the airline said on condition of anonymity.

To be sure, IndiGo was the first carrier to oppose the new FDTL norms for pilots when they were introduced in January 2024 with March that year as the original deadline.

"IndiGo thought the new FDTL would not be implemented. I don't think any grace period or relaxation should be given to the airline, and if you are allowing it to one, it should be allowed to all. In my view, if this was the only way out to help passengers, nothing less than a Rs. 500 crore fine should be imposed on the airline for violating, rather than not obeying a mandatory rule," Capt. Sunath Parthasarathy, a former pilot said.

"All this seems to be a pre-planned manoeuvre to blackmail DGCA to withdraw new FDTL norms," he added.

Taking a strong objection to the dispensation granted to IndiGo, Capt. Sam Thomas, president of Airline Pilots' Association of India (ALPA), stated in a letter, "By granting selective exemptions to IndiGo, DGCA has opened the door for all other operators to cite their own operational, commercial, or scheduling reasons to demand similar dispensations

from the FDTL CAR (Flight Duty Time Limitation Civil Aviation Rules). This undermines the very principle and purpose of the CAR itself. If dispensations can be granted based on each operator's requirements, then the relevance, authority, and intent of the FDTL CAR is defeated entirely."

The association also warned that if these dispensations are not revoked, "...DGCA shall bear direct responsibility for any incident, accident, or loss of life arising due to fatigue-related impairment exhibited by these exemptions and the pilot shall not be held accountable. Our appeal is made solely in the interest of the flying public of India. Passenger safety cannot be compromised for commercial interests under any circumstances."

Experts said the relaxation reflects poorly on India's aviation regulation.

"The DGCA relaxing what is a vital safety directive on flight duty aimed at lowering crew fatigue and improving safety, even as a one of extension shows an unfortunate state of safety standards being lax and 'bendable' in India. This will attract unnecessary attention to India's already tarnished safety credibility. Significant and adequate time was given for compliance with the new regulation, but to ease down to pressure shows the DGCA in extremely poor light with the world," aviation expert Mark D. Martin said.



Corporate Communications Directorate

THE HINDUSTAN TIMES

DELHI

6 DECEMBER 2025

Thousands left looking for their luggage

Gargi Shukla and
Jasjev Gandhiok

letters@hindustantimes.com

NEW DELHI: The luggage is of different categories: that belonging to passengers on flights that were cancelled; that of people who have landed from destinations outside India, with IndiGo being the connecting carrier; that of people flying out of India on IndiGo connections; and that of people whose flight was rescheduled or merged with another flight.

The passengers, mostly, are of one type: harried.

And thousands of such harried passengers wandering around India's main airports, looking for their luggage, even as others deal with delayed or cancelled flights, the result of the inability of India's largest airline to meet new crew rostering norms. The civil aviation ministry, on Friday, gave in to the airline's demands and relaxed some of these norms.

IndiGo cancelled 1,000 flights on Friday, triggering chaos at airports across the country and leaving thousands of passengers

stranded. The Directorate General of Civil Aviation on Friday exempted IndiGo's Airbus A320 fleet from certain rules on pilot duty hours at night, after a representation from the airline a day earlier. It also allowed IndiGo to call back pilots deputed elsewhere for flying duties. Separately, it withdrew a rule that prevented airlines from counting pilot leave as weekly rest to meet flying duty norms.

While the chaos peaked this week, the storm was building up through November, when the airline cancelled, on average, over 25 flights a day on account of its inability to meet the new norms.

Among the people with luggage problems is a 28-year-old electrical engineer from the US who is visiting the airport for the third time since she arrived in Delhi on November 25.

"It's been 10 days and I still can't get a hold of my luggage. All my family and I have done since I arrived is call IndiGo's customer care team... But they haven't been able to locate my luggage," she said, asking not to be named



Stranded passengers search for their luggage at the Bengaluru airport. #1

Her parents accompanied her to the IGI airport on Friday. "Due to the volcanic eruption in Ethiopia, my daughter's booking with KLM was cancelled and they put her on an IndiGo flight. They told her that her luggage will be delivered at the final destination in Delhi on November 26," said her mother, who too asked not to be named.

Her daughter was returning to India for the first time since starting her first job in the US and the

luggage has gifts for her parents.

Delhi's Baggage Make-up Area (BMA) is choked, said a Delhi airport official who asked not to be named.

"Typically, once checked-in, the luggage goes through the conveyor belts to BMA—from where it is sent airside. Based on the tags, the bags are loaded and taken to the aircraft airside. In this case, with the aircraft missing, bags have been accumulating in BMA," said the official.

When a flight is cancelled, it is the airline's responsibility to collect the luggage, store it, and return it.

That may sound simple, but it isn't.

The official said that when a technical glitch disrupted the baggage handling system in T1 in October, nearly 3,500 bags were left behind on one day and it took nearly a week to dispatch all the bags.

IndiGo did not comment on the issue. However, an official from the airline said luggage is being returned—but with a slight delay. To be sure, it is very likely that the

airline and passengers have very different definitions of "slight".

That this isn't a Delhi problem is evident from social media posts.

One X user lamented about his family's luggage not being delivered for 15 hours after arriving in Bengaluru where they had to attend a wedding. Another said he was still waiting, 24 hours after landing, for his luggage that contains, among others, important medication.

In Calicut, Lt Col (retd) P K Rajesh posted on X that his flight to Jeddah had been cancelled after they checked in, but their baggage had not been returned.

Deepa J, a 60-year-old who lives in the US, has spent over 12 hours at Delhi airport with no luggage and no idea when she will be able to take her connecting flight to Chennai. "I landed at T3 on Thursday night and had a connecting flight from T1 to Chennai around 2:10am. That flight got cancelled and they gave another ticket for December 6 morning." But she has no idea where her luggage is.

Apparently, nor does the airline.



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More than 1,000 flights cancelled, DGCA gives IndiGo relief from new night rules for pilots

One-time exemption until Feb 10, no dilution in new norms, says Govt

Sukalp Sharma
New Delhi, December 5

AMID MASSIVE disruptions being faced by IndiGo, with over 1,000 flight cancellations on Friday alone, the Director General of Civil Aviation (DGCA) granted the airline a temporary one-time exemption from a few changes related to night operations for pilots in

the new Flight Duty Time Limitation (FDTL) norms — and other relaxations to augment its pilot strength.

The temporary rollback, which will be in place until February 10, is for the carrier's Airbus A320 fleet. Civil Aviation Minister K Ramnathan

>CONTINUED ON PAGE 2

RELATED REPORTS P. 4, 9

IndiGo

Naidu said the decision has been taken solely in the interest of passengers and, along with other measures, will help IndiGo's schedule return to normal by Saturday with complete restoration of services within the next three days.

The DGCA has also released 12 Flight Operations Inspectors (FOIs) on deputation with it from IndiGo for flying duties and simulator checks for a week.

The Government, meanwhile, initiated an inquiry into the disruption, which has crippled the operations of India's largest airline throughout this week. Naidu said the inquiry will examine what went wrong at IndiGo, determine accountability for appropriate actions, and rec-

ommend measures to prevent similar disruptions.

Subsequently, the DGCA announced the constitution of a four-member panel for a comprehensive review and assessment of the circumstances leading to the disruption. It will submit its report in 15 days.

IndiGo CEO Peter Ebers said the situation should normalise between December 10 and 15, in view of the airline's size, scale and complexity of operations. In a video message, Ebers apologised to passengers and said cancellations would progressively reduce from 600 on Saturday to 100 on Friday, with Saturday likely to have less than 100 flight cancellations.

Friday was the worst day of disruption for IndiGo, after about 500 flights were cancelled from Tuesday to Thursday, as the airline called off all domestic departures from its Delhi hub till

midnight.

"...we decided today for arreboot of all our systems and schedules, resulting in the highest number of cancellations so far but imperative for progressive improvements starting tomorrow onwards. With these actions, we expect tomorrow to have cancellations below 1,000. The support of DGCA, in providing specific FDTL implementation relief is of great help," Ebers said.

The DGCA order on the one-time exemptions stated that they are being granted solely to facilitate operational stabilisation and must not be construed as dilution of safety requirements.

With these exemptions, the definition of 'night' for IndiGo will mean midnight to 5 am, instead of midnight to 6 am, as prescribed in the new FDTL rules. The exemptions also allow In-

diGo pilots flying during these hours to perform up to six landings, the new norms had capped night landings to just two.

Additionally, the DGCA has withdrawn a clause related to a weekly rest period for all airlines in view of the disruptions. The new FDTL norms stipulated that no other leave could be substituted against the mandatory weekly rest period of 48 hours for pilots.

The new FDTL rules were implemented in two phases — from July 1 and November 1 — with the aim of better managing pilot fatigue, which is a key risk to aviation safety.

The DGCA also appealed to pilots and their associations, urging them to help maintain stable and smooth flight operations during this busy and travel-sensitive period, reduce avoidable delays and cancellations, and strengthen co-ordina-

tion with airlines. The regulator assured pilots that it is committed to aviation safety and the implementation of the new FDTL "in letter and spirit".

Pilot associations, however, criticised the DGCA's decision to grant exemptions to IndiGo and demanded that they be withdrawn.

With its fleet of around 420 aircraft, including over 300 from the A320 family, IndiGo operates over 2,300 flights a day with a lean staffing model. By contrast, the next biggest airline group, Air India, operates less than half the number of flights IndiGo operates.

IndiGo had on Thursday requested the DGCA for the exemptions until February 10. The exemptions will be reviewed every two weeks with IndiGo required to submit a fortnightly progress report on utilisation of crew, steps taken to

improve crew availability, operability improvements, and revised crew planning and rostering measures. The airline was also directed by the regulator to submit within 30 days a roadmap for full compliance with the new FDTL rules.

Under the new FDTL rules, the weekly rest period for pilots was increased to 48 hours from 36, and night landings were limited to two from six earlier. The new norms also extended the definition of night hours and capped consecutive night duties to just two days a week.

According to DGCA, IndiGo informed it that the disruptions "have arisen primarily from misjudgement and planning gaps in implementing" the second phase of the new rules, with the airline accepting that the actual crew requirement for the new rules exceeded what it had anticipated.

235 DEPARTURES CANCELLED:
According to estimates, around 35K people may have been hit in Delhi.

MORE AC COACHES IN TRAINS:
Announcement by Northern Railway on Friday could be of limited help.

PASSENGER FACILITIES AT IGIA:
DIAL said it has deployed teams across all terminals at the airport.

Victims of IndiGo chaos: Docs on duty, students bound for home

Drishti Jain &
Upasika Singhal
New Delhi, December 5

AN ODISHA doctor who has surgeries scheduled this week, a trio of sisters in their 70s heading to Pune for a naturopathy treatment, and a Kenyan student who hasn't visited home in a year: They were among hundreds of passengers stranded at the Delhi Airport on Friday after IndiGo's operational chaos upended their travel plans. The airline also cancelled all departures from the city till midnight.

Dr Debashish Pattnaik, a laparoscopic surgeon from Rourkela, said he had travelled to Jhansi to attend a friend's daughter's wedding and his return flight was scheduled from Delhi. "On my way to the airport, I got the cancellation message, but I still came because I have four surgeries scheduled in the next three days and the airline says there's no flight till Monday," he said.

"I'm more worried about my patients — these are elective surgeries, but they can still have an emergency health condition which can trigger pain. Taking a train would take days," rued Pattnaik, who works at a private hospital.

Froilan Francis Ndigobaha, a Tanzanian MTech student from IIT-Roorkee, had travelled to Delhi with three friends only to find that his flight was cancelled. "I'm going back home after a year. My luggage is packed with gifts for Christmas," said Ndigobaha. "It's been a waste of my time, energy and money. I don't know what to do."

He said he also needs to collect data for a college project at home, which could be jeopardised if he can't return. Paul Hez-



The cancellation of flights caught hundreds of passengers off guard at the Delhi airport on Friday. ANIT MISHRA

ron, one of Ndigobaha's friends, said humorously, "We wanted to escort him to Delhi but I guess we will also need to escort him back to Roorkee."

In a post on its social media handle X, the Delhi Airport authority issued a passenger advisory stating that all IndiGo domestic flights departing from Delhi Airport on Friday are cancelled till midnight. It informed that "on-ground teams are working diligently with all partners to mitigate the disruption," adding that operations for all other carriers remains the same.

A trio of sisters, in their 70s, stood outside the departure terminal with their luggage at their feet. "We were supposed

Time	Flight No.	Destination	Status
14:30	6E 601	Delhi	Cancelled
14:30	6E 602	Delhi	Cancelled
14:30	6E 603	Delhi	Cancelled
14:30	6E 604	Delhi	Cancelled
14:30	6E 605	Delhi	Cancelled
14:30	6E 606	Delhi	Cancelled
14:30	6E 607	Delhi	Cancelled
14:30	6E 608	Delhi	Cancelled
14:30	6E 609	Delhi	Cancelled
14:30	6E 610	Delhi	Cancelled
14:30	6E 611	Delhi	Cancelled
14:30	6E 612	Delhi	Cancelled
14:30	6E 613	Delhi	Cancelled
14:30	6E 614	Delhi	Cancelled
14:30	6E 615	Delhi	Cancelled
14:30	6E 616	Delhi	Cancelled
14:30	6E 617	Delhi	Cancelled
14:30	6E 618	Delhi	Cancelled
14:30	6E 619	Delhi	Cancelled
14:30	6E 620	Delhi	Cancelled

to be on our way to Pune for a naturopathy appointment... we go there every year," said Sashi, who lives in Gurgaon.

Her sisters, Kamlesh and Rajni, who had come all the way from Meerut and Jabalpur,

were also caught in the logistical nightmare. "It's such a hassle. We were supposed to be there by the 14th. Now train tickets aren't available... tatkal tickets will be for Monday at the latest," said Kamlesh.

When the women tried to see if they could book alternate flights, they saw that prices had skyrocketed to Rs 20,000 per head. The primary reason for the disruption with the airline — India's largest, accounting for over 60% of domestic passenger traffic — are crew shortages in the wake of the new Flight Duty Time Limitation (FDTL) norms. On Friday evening, in a slight breather for the airline, the Directorate General of Civil Aviation withdrew its instructions to all operators regarding the weekly rest for crew members.

For those stranded, however, there was little respite. Standing in serpentine lines at ticket counters, they tried to

find out if the airlines could provide alternative travel arrangements or even a place to stay for the night.

Athira, a PG Diploma student at Haryana University, had travelled over a 100 km to catch a 6:30 pm IndiGo flight to Kochi — only to find that it had been cancelled. Sitting outside Terminal 1, she said, "I've already spent a lot of money to fly back home... I will get another ticket from the airlines, I can't afford to buy another."

At the counter, IndiGo has been rescheduling flights for December 8 for passengers who opt to reschedule, while others, like the surgeon, received emails about refunds, which may take 3-5 days.



Corporate Communications Directorate

THE INDIAN EXPRESS

DELHI

6 DECEMBER 2025

Frustration mounts at IndiGo reservation counter at Terminal 1

Drishti Jain
New Delhi, December 5

AROUND 300-400 PASSENGERS stood in long queues at the IndiGo reservation counter at Terminal 1 of the Indira Gandhi International Airport (IGIA) in Delhi, after the airline's departures from the airport were canceled until Friday midnight.

While airport security staff tried to manage the crowd, passengers were frustrated.

Amid the chaos, some tried to calm elderly passengers accompanying them, while others tended to multiple calls from worried family members.

"*Merhe nahi lagta hai aaj number aayega* (I don't think my turn will come today)," said one passenger to the person behind him before leaving the queue.

"We have reached the counter but there are 400 people in front of me" said another.

High airline prices, alternative routes, and the desire to



Passengers continued to wait for updates on Friday. ANKIT MEHRA

return home dominated conversations among passengers. Ashya Mehra (42), who works in Delhi and was travelling to Kolkata, was among the hundreds waiting in the queue at Terminal 1.

"IndiGo is rescheduling as per its convenience... We were not informed about the cancellation until we reached the airport," she said.

She added, "My flight was at 4 pm, and at 10:30 am I got a message from IndiGo saying,

'Welcome on board,' so I didn't expect to be standing here waiting for a refund or rescheduling," she said.

Another passenger, Riya Agrawal (27) said, "This is a huge crisis now... I need a refund because these flight tickets are no joke. We chose IndiGo because it was cheaper, but now I'm stuck here. My mother has called around 40 times since morning. She is panicking because I haven't slept for two days..."



Corporate Communications Directorate

THE INDIAN EXPRESS

DELHI

6 DECEMBER 2025

Rail or road? Airfares skyrocket, passengers scramble for choices

Upasika Singhal &
Drishti Jain
New Delhi, December 5

AIR FARES skyrocketed and trains showed long waiting lists for reservations as passengers at the Indira Gandhi International Airport (IGIA) on Friday scrambled to arrange alternatives amid unfolding chaos due to the cancellation of IndiGo flights.

Squeezed into the handbag compartment of a luggage trolley, a two-year-old girl could be seen sleeping as her parents tried to decide what their next steps would be. "We stay in Abu Dhabi as my husband works there. We were visiting our parents in Bodh Gaya in Bihar for a month-long holiday," explained the girl's mother as she adjusted her child's sweater to protect her from the cold steel rods of the trolley. "We have been sitting here since morning... it is 5 pm now. We have decided to take a train back home now. My husband is inside the airport, charging his phone before we board

• Massive hike in airfares

AIRLINES	NEXT AVAILABLE FLIGHTS FROM DELHI*				
	Bengaluru	Mumbai	Chennai	Kolkata	Goa
Air India	₹43,138	₹37,762	₹60,715	₹37,677	₹76,863
Akasa Air	₹48,463	₹29,280	-	₹32,001	₹39,315
Spice Jet	₹15,600	₹13,220	₹15,153	₹9,035	₹12,610
Air India Express	₹36,759	₹25,017	₹46,428	₹35,508	₹32,682

*BASED ON AIR INDIA WEBSITE

our train," said the woman. The mother added that she was already exhausted from the long flight to Delhi, especially after travelling with a toddler.

At the IndiGo enquiry counter in Terminal 2, a passenger fretted over possibly missing her flight to Taiwan from Mumbai. "I was in Chandigarh and had to leave for Mumbai via Indore, but it got rescheduled for today from Delhi... I travelled by road to Delhi only to see that even that flight got cancelled," said the woman, pleading anonymity.

Standing in the queue at the counter for hours, she checked the prices of other airlines and

much to her shock, discovered that a ticket to Mumbai would cost her Rs 48,000. "I found two other people who wanted to reach Mumbai by today and the taxi is costing us 30,000 rupees... that means 10,000 per head. But that is better than paying such an exorbitant amount for the flight," she said.

Meanwhile, prices of flights from Delhi to Bengaluru, Mumbai, Kolkata and Goa during the weekend shot off the roof amid growing demand. Most flights were booked out for Friday. Passengers got slight relief with SpiceJet adding 100 additional flights to their roster on Friday evening.



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THE INDIAN EXPRESS

DELHI

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IndiGo disruptions: BJP MP Pal seeks govt's intervention

Express News Service
Lucknow, December 5

Amid massive flight cancellations by IndiGo airlines across the country, BJP MP Jagambika Pal on Friday sought immediate intervention of the government and demanded alternative arrangements for stranded passengers, which also included Members of Parliament.

Raising the issue during Zero Hour in the Lok Sabha, Pal said hundreds of flights have been cancelled in recent days, affecting travel plans of lawmakers who have to reach their respective constituencies for programmes during the weekend and return to the Capital on Monday to attend the ongoing Winter session of Parliament.

Urging the government to restore normalcy at the earliest, Pal also asked the Civil Aviation Ministry to ensure monitoring of airline operations and provide alternative arrangements for the passengers.

"We are in Parliament from Monday to Friday, but on Saturday and Sunday all of us have programmes in our constituencies... Some have to go to

Bengaluru, some to Kolkata, some to Chennai," Pal said, adding that the sudden cancellations have thrown these schedules into disarray.

He said over 400 IndiGo flights have been cancelled, including two flights for which he booked tickets in the past two days.

He questioned how MPs are expected to travel to their constituencies and return in time for the Parliament Session on Monday under such circumstances.

The disruptions came after the Directorate General of Civil Aviation (DGCA) imposed flight-duty-time limitations for pilots and crew, triggering operational adjustments by airlines.

Pal argued that the burden of these measures is falling on passengers, without any clarity on accountability.

"If the DGCA has imposed these limits, who is responsible for passengers' safety, reliability and accountability," he asked.

He said airlines often refuse to wait for even five minutes for passengers, yet one carrier is now cancelling flights on a massive scale.

Corporate Communications Directorate

JANSATTA

DELHI

6 DECEMBER 2025

इंडिगो संकट : सरकार ने टेके घुटने अब 36 घंटे का आराम, वापस लिया साप्ताहिक अवकाश नियम



कातुरु हवाई अड्डे का हाल। -संश्लिषत खबर देण 10

जनसत्ता खूरो
नई दिल्ली, 5 दिसंबर।

इंडिगो संकट के सामने सरकार ने घुटने टेक दिए। बड़े पैमाने पर परिचालन व्यवधानों को देखते हुए सरकार ने साप्ताहिक अवकाश नियम वापस ले लिया। अब विमान 'डू' को 48 नहीं, 36 घंटे ही

आराम मिलेगा। इंडिगो की सेवाओं में व्यवधान से हवाई अड्डों पर अफरा-तफरी सुक्रवार को भी जारी रही। सरकार ने जांच के आदेश दे दिए। इंडिगो के पायलटों के उड़ान-समय के लिए नए नियमों की योजना बनाने में विफल रहने के कारण यह संकट उत्पन्न हुआ। एअरलाइन के मुख्य कार्यवाहक अधिकारी (सीईओ) पीटर एल्बर्स ने सुक्रवार को कहा कि 10 से 15 दिसंबर के बीच स्थिति सामान्य होने की उम्मीद है।

लोगों का गुस्सा बढ़ने और विपक्षी दलों के सरकार को घेरने के बाद नागर विमानन महानिदेशालय (डीजीसीए) ने हस्तक्षेप करते हुए इंडिगो के पायलटों के लिए रात्रि ड्यूटी के कड़े नियमों से अज्ञातों छूट दे दी। इंडिगो का संकट उन नए नियमों से खड़ा हुआ जिनके तहत पायलटों के साप्ताहिक आराम को जबरन के समय को 12 घंटे से बढ़ाकर 48 घंटे कर दिया गया। साथ ही सबह में केवल दो घंटे रात में लैडिंग की अनुमति दी गई है, जो पहले छह तक करती थी। इंडिगो ने इन व्यवधानों के लिए 'गलत फैसलों और पीछेपछे कर्मियों' को जिम्मेदार ठहराया है।

विमानन क्षेत्र के निष्ठावादी डीजीसीए ने सुक्रवार को उड़ान ड्यूटी मानदंडों में ढील देने हुए पायलटों को छुट्टियों का भी पेज 5 पर

अब 36 घंटे का आराम, वापस लिया साप्ताहिक अवकाश नियम

की जगह साप्ताहिक विश्राम अवधि लेने की अनुमति दे दी। उड़ान ड्यूटी समय-सीमा (एफडीटीएल) के संशोधित मानदंडों के तहत 'कोई भी छुट्टी साप्ताहिक विश्राम की जगह नहीं लेगी।' इसका मतलब है कि साप्ताहिक विश्राम अवधि एवं छुट्टियों को अलग-अलग माना जाएगा।

यह व्यवधान पायलटों में थकान को समझा

की दूर करने के प्रयासों का हिस्सा था। दरअसल, नए एफडीटीएल मानक लागू होने के बाद इंडिगो को चालक दल की भारी किल्लत का सामना करना पड़ रहा है और उसकी सीकड़ों उड़ाने रूक हो रही हैं। सूची ने बताया कि डीजीसीए ने एफडीटीएल मानदंडों से 'साप्ताहिक अवकाश के स्थान पर कोई छुट्टी नहीं दी जाएगी' व्यवधान को वापस लेने का फैसला किया है।

MINT

DELHI

6 DECEMBER 2025

Pilot fatigue rules deferred for IndiGo amid mega meltdown

By Anshu Lakshmi Gupta for Mint
NEW DELHI

India's aviation network has plunged into disruption, with nearly half of all domestic flights cancelled over the past three days—largely at IndiGo—stranding hundreds of thousands of passengers and forcing the regulator to soften its newly tightened pilot fatigue norms.

The Directorate General of Civil Aviation on Friday gave IndiGo time until 10 February to comply with limits on consecutive night operations, a pause the government says is essential to restore stability, even as pilots and safety experts warn the move undermines hard-won fatigue protections.

The directorate had proposed to roll out two rules for all airlines. The first, which took effect from 1 July, asked airlines to give pilots weekly rest of up to 48 hours, up from 36 hours, and also prohibited



DGCA has given IndiGo time until 10 Feb to comply.

them from substituting pilots' leave—casual, sick, or earned—with weekly rest. This rule has been rolled back.

The second rule, which took effect in November and limited pilots to two back-to-back flights between midnight and dawn, will apply to all airlines except IndiGo, which gets additional time.

On Friday, the third straight day of inconvenience for passengers, the civil aviation ministry said it had set up a four-

member panel to probe the meltdown of operations at IndiGo. The panel is expected to submit its findings in 15 days.

"DGCA has granted one-time exemption on specific requirements of Flight Duty Time Limitation norms to M's IndiGo till 10th February 2026," said a press release by the aviation regulator. "This exemption has been granted solely to facilitate operational stabilisation and in no way amounts to dilution of safety requirements. During this period, DGCA would review after every fifteen days, the action taken by M's IndiGo to address the situation, including hiring of adequate crew to ensure FDTL compliance."

IndiGo said it has had to cancel over 1,000, or about half, of its scheduled 2,200 domestic flights, as the airline had not planned to have enough pilots to comply with the new norms. IndiGo had already cancelled over 1,900

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Relief for IndiGo on duty rules amid mega meltdown

By Anshu Lakshmi Gupta for Mint

Flights between 1 and 3 December.

Passengers are expected to face hardships in the coming week, as IndiGo, which accounts for nearly two-thirds of the country's 3,785 daily flights, has said it will take 5-10 days to return to normal.

In a short video address, chief executive officer Peter Elbers said IndiGo expects cancellations on Saturday to be "below 1,000" and that the "FDTL norms of great help". The airline expects normally to return between "10 and 15 December", he said.

IndiGo planes occupying parking bays had a cascading effect on other airlines, including Air India and Akasa. Despite having enough pilots in anticipation of the proposed rules that were more than two years in the making, those numbers also saw delays and cancellations.

Friday was a nightmare for passengers, with some stranded at airports and missing out on holiday flights. As cancellations worsened, the aviation regulator initially took a calibrated approach to manage the disruption. In the afternoon, it first relaxed the weekly leave norms, allowing airlines to allow pilots' weekly rest time and granting a special relaxation to IndiGo. By the evening, the ministry announced these rules would be put in place for IndiGo.

The regulator's stance shift prompted many industry



IndiGo had to cancel over 1,000 flights to comply.

experts and pilots to express their concerns.

"The rollback even for one airline reflects very poorly on India's aviation regulator. It simply buckled under pressure from this one carrier," said Mark D. Martin, chief executive of Martin Consulting and an aviation safety expert.

"This will push Indian aviation back," said Sangeet Laha, chief executive of Aviatix Consulting. "IndiGo's US transport secretary even overruling an FAA director's safety-based duty time rules is a case of backsliding."

India is the world's fastest growing aviation market & third largest, without a stable FDTL in par with global standards of safety and fatigue management."

None of the airlines, including IndiGo, Air India, Akasa and SpiceJet, responded to Mint's queries on the development.

For an extended version of this story, go to www.mint.com

Govt eases duty norms, orders probe as IndiGo...

IndiGo CEO warns delays may last to Dec 10-15; govt expects normalcy in 3 days



Stranded passengers search for their baggage near a counter after IndiGo cancelled more than 600 flights, at the Kempegowda International Airport, in Bengaluru, Karnataka, Friday

CLOSER LOOK

Four-member DGCA panel formed to probe IndiGo's planning and oversight lapses

Airline failed to prepare for November 1 FDTL Phase II norms, says regulator
Cancellations had already risen to 170-200 daily in November

Exemptions apply only to A329 fleet, valid till February 10, 2026
IndiGo CEO apologises; says operations may stabilise by Dec 10-15

Delhi departures halted till midnight for system reboot
Passengers face delays, baggage issues and soaring fares amid disruptions

OUR CORRESPONDENT

NEW DELHI/MUMBAI IndiGo's nationwide flight disruptions deepened on Friday, triggering widespread chaos at major airports as more than 1,000 flights were cancelled, prompting the aviation regulator to step in with temporary relaxations to flight duty norms and launch a detailed probe into the carrier's operational lapses. The Directorate General of Civil Aviation (DGCA) moved to ease certain requirements under the Flight Duty Time Limitations rules to immediately expand crew availability while also announcing a four-member inquiry panel, as stranded passengers grappled with day-long delays, rising airfares and confusion over baggage amid the fourth

straight day of turmoil. India's largest airline, which normally operates around 2,500 flights a day and accounts for nearly two-thirds of domestic traffic, has been unable to maintain schedules after failing to prepare adequately for revised flight duty norms that mandate longer rest periods for pilots and fewer night landings. The airline had been required to implement the second phase of the Civil Aviation Requirements on November 1, but the regulator noted persistent gaps in crew forecasting, training timelines and roster adjustments despite repeated advance directions. With cancellations mounting and passengers venting frustration online and at terminals, the DGCA granted

Continued on P4

What's going wrong with IndiGo flights

MPOST BUREAU

NEW DELHI IndiGo's massive wave of cancellations and delays was the result of a sudden shortage of available pilots after new flight duty rules came into force. These rules changed how long pilots can fly and how much rest they must get, and IndiGo's schedules were not prepared for the tighter limits.

Under the revised norms, pilots must now receive 48 hours of continuous rest every week, instead of the earlier 36 hours. Night duty has also been redefined as midnight to 6 am, which means more flights fall under night operation restrictions. Pilots are allowed to perform only two night landings per week, reduced from six earlier, and they cannot be rostered for more than two consecutive night duties.

Continued on P4

Railways adds 116 coaches, 114 special trips to tackle post-cancellation rush

OUR CORRESPONDENT

NEW DELHI In response to this rush after flight cancellations, Indian Railways has mobilised 116 additional coaches across 37 trains, augmenting the capacity with 114 additional trips across the nation. The government announced on Friday that this massive augmentation of capacity would ensure smooth travel and adequate accommodation for commuters. It was Southern Railway that spearheaded the augmentation, adding Chair Car and Sleeper Class coaches to 18 trains on high-demand routes, greatly increasing the passenger-carrying capacity in the region beginning on December 6. Northern Railway augmented eight sets of train with 3AC and Chair Car coaches

Continued on P4

IndiGo chaos sends airfares soaring past Rs 80,000 on domestic routes

MPOST BUREAU

NEW DELHI A wave of IndiGo flight cancellations across the country has pushed domestic airfares to steep highs, with passengers reporting unprecedented prices on key routes as they sought last-minute alternatives. The disruptions also caused significant crowding at major airports and forced many travellers to scramble for new bookings at sharply inflated rates. Data from MakeMyTrip (MMT) showed that fares on several trunk routes departing from the national capital surged well beyond typical levels. Same-day non-stop flights on December 6 were priced at nearly double the fares listed for adjacent dates. According to the platform, the lowest available Delhi to Bengaluru fare had

Continued on P4

Govt eases duty norms, orders probe as IndiGo...

Continued from Page 1

IndiGo temporary exemptions on night landings and the definition of night time while allowing leaves to substitute weekly rest periods. Officials said these relaxations apply only to the A329 family of aircraft, which forms the bulk of IndiGo's fleet, and will remain in place until February 10, 2026. The ministry said the exemption was intended solely to stabilise operations and would be reviewed every fifteen days to monitor the airline's progress in recruiting sufficient crew to ensure full compliance.

Civil Aviation Minister K Ramakrishnan Naidu said the decision to keep the FDTL orders in abeyance was taken to protect passengers who rely on timely travel for essential purposes. "Based on the immediate implementation of these directives, we expect that flight schedules will begin to stabilise and return to normal by next week. We anticipate that complete restoration of services will be achieved within the next three days," he said, adding that the government has initiated a series of operational steps to restore normalcy without compromising safety.

IndiGo, describing the situation as unprecedented, suspended all departing domestic flights from Delhi, its key hub, until midnight on Friday as part of a full-scale reset of schedules. In a video message, CEO Peter Elvros apologised for the disruptions. He said earlier measures had not been sufficient and that

a comprehensive review was required. "With these actions, we expect tomorrow to have cancellations below 1,000. The support of DGCA, in providing specific FDTL implementation relief, is of great help," he said, adding that operations are expected to normalise between December 10 and 15.

According to the DGCA, the airline's operational issues directly contributed to cancelling cancellations that began in late November. The regulator has observed that cancellations had climbed to 170 to 200 flights a day in November and were higher for IndiGo than for any other airline. The order noted that IndiGo failed to anticipate crew requirements under Phase II of the FDTL, CAR 2024, leaving significant gaps in planning and assessment. The first phase of the FDTL changes had come into force on July 1.

The five-member committee set up to investigate the matter comprised Joint Director General Sanjay K Brahmachari, Deputy Director General Anur Gupta, Senior Flight Operations Inspector Captain Kapil Manglik and Flight Operations Inspector Captain Ranpal. It has been asked to conduct a comprehensive review of the circumstances that led to the disruptions and submit its findings and recommendations within fifteen days for further regulatory action and institutional strengthening. The regulator said the situation indicates deficiencies in overall oversight, operational readiness and compliance planning that require

independent examination.

At airports, passengers faced long queues, indefinite waits and difficulties locating their baggage, with many seeking information on social media. As flight availability tightened, fares surged on several routes, adding to the distress. The disruptions also forced reactions in Parliament, underscoring the scale of the crisis. Pilots' group ALPI India strongly objected to what it described as selective and unsafe relief for the airline, arguing that such exemptions could set a dangerous precedent. In response, the DGCA appealed to all pilots and pilot associations to cooperate, citing the high demand resulting from winter holidays and the marriage season.

The civil aviation ministry issued a statement also citing its approach as targeted and proportionate, noting that restoring passenger mobility was critical. It reiterated that the relaxations were temporary and did not reduce the safety obligations of the airline. "This exemption has been granted solely to facilitate operational stabilisation and in no way amounts to dilution of safety requirements," the ministry said.

Despite the turbulence, IndiGo has maintained that the coordinated actions with the regulator will gradually restore network integrity. The airline said operators should remain vigilant over the next few days as schedules are rebuilt, crew resources are realigned and additional pilots are hired.

IndiGo flights

These limits sharply reduced the number of pilots who were legally allowed to operate flights on any given day.

Once these stricter rules kicked in, IndiGo's roster books shrank. Many pilots who had been assigned flights no longer met the mandatory rest requirements, and several others had already completed the maximum number of flight operations permitted for the week. This left a large part of the pilot pool temporarily unavailable.

The shortage created a chain reaction. When even a few pilots turned out, entire flight operations had to be cancelled. Since IndiGo runs tightly coordinated schedules, one cancellation quickly caused many more, and delays spread across major hubs. With not enough pilots who could legally take over, the disruptions grew through the day.

The combination of cancelled rest hours, limited flight operations and stricter flight-time caps made a significant portion of IndiGo's roster unusable. This directly triggered the airline's instability, leading to hundreds of cancellations, long delays and severe confusion for passengers across the country.

IndiGo chaos

crossed Rs 80,000, while some tickets were listed above Rs 80,000.

Travel between Delhi and Mumbai showed a similar surge. Passengers booking for December 6 faced a minimum fare of Rs 36,107, with the highest-priced seats exceeding Rs 56,000. Return fares to Delhi ranged from Rs 23,000 to more than Rs 37,000. Flights from Delhi to Chennai also saw last-minute prices climb into the Rs 62,000 to Rs 82,000 range.

Northwestern routes were not spared. Delhi to Gwalior fares were listed between Rs 23,999 and Rs 31,015. The dramatic jump became even more apparent when compared with international fares. A Delhi to Dubai flight for the same date cost about Rs 25,055, while a Bengaluru to Dubai ticket hovered near Rs 13,000. Travel to Bangkok from Delhi was listed at roughly Rs 18,747, putting overseas trips lower than many domestic options.

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Corporate Communications Directorate

MILLENNIUM POST

DELHI

6 DECEMBER 2025

Cost of govt's monopoly model: Rahul on IndiGo 'fiasco'

NEW DELHI: Congress leader Rahul Gandhi alleged on Friday that the IndiGo "fiasco" is the cost of the BJP-led Centre's "monopoly model" and asserted that India deserves fair competition in every sector, not "match-fixing monopolies".

In the wake of IndiGo cancelling more than 550 flights on Thursday and 400 on Friday, disrupting the travel plans of hundreds of passengers, Gandhi said ordinary Indians are paying the price in delays, cancellations and helplessness.

"IndiGo fiasco is the cost of this government's monopoly model. Once again, it's ordinary Indians who pay the price -- in delays, cancellations and helplessness," he said in a post on X. "India deserves fair competition in every sector, not match-fixing



Rahul Gandhi during the Winter session of the Parliament PFI

monopolies," he added.

The former Congress chief also shared an article of his published in a newspaper last year, in which he had said the original East India Company wound up more than 150 years ago but the raw fear it then generated is back with a new breed of monopolists having taken its place.

Gandhi had asserted that a

Rahul said ordinary Indians are paying the price in delays, cancellations and helplessness

"new deal for progressive Indian business is an idea whose time has come". Sharing the article on X on November 6 last year, Gandhi had said, "Choose your India: Play-Fair or Monopoly? Jobs or Oligarchies? Competence or Connections? Innovation or Intimidation? Wealth for many or the few?"

"I write on why a New Deal for Business isn't just an option. It is India's future," he had said, sharing his opinion piece.

Congress's media department head Pawan Khara said what is happening at the airports today is the result of a monopoly or a duopoly. "It was said that people wearing slippers would board airplanes. But at airports, shoes and slippers are being exchanged between passengers and Indigo staff.

"Two people will run the party. Two people will run the government. Two people will run the businesses. So, this is what will happen," Khara said in a post. He said "92 per cent of the share in our airline sector is in the hands of just two companies -- Indigo and Tata. The government had to bow down before them, and the new passenger safety guidelines had to be withdrawn due to pressure from these companies".

MPOST



Corporate Communications Directorate

MILLENNIUM POST

DELHI

6 DECEMBER 2025

Air India-Maldivian tie-up opens access to 16 hidden Maldivian gems

GURUGRAM: Air India and Maldivian have entered a bilateral interline partnership to strengthen air connectivity between India and the Maldives.

The tie-up will allow Air India passengers to access 16 islands across the Maldives through Maldivian's domestic network, with smooth connections via Malé to destinations such as Hanimaadhoo, Kooddoo, Gan, Kulhudhuffushi, Maafaru and Dharavandhoo.

Maldivian will also be able to carry Air India guests from Delhi and Mumbai, or those connecting through these hubs,



on its flights from Kochi and Thiruvananthapuram to Malé and Hanimaadhoo.

The pact enables seamless travel on a single itinerary across both airlines, offering coordinated transfers and baggage handling.

Air India CCO Nipun Aggarwal said the partnership

opens access to lesser-explored Maldivian atolls while combining Air India's global network with Maldivian's domestic reach.

Air India is the only carrier operating daily Delhi-Malé flights and deploys over 55,000 seats annually (one way) to the Maldives, serving travellers from India as well as Europe, Southeast Asia and the Middle East.

Maldivian Managing Director Ibrahim Iyas said the collaboration will enhance connectivity beyond Malé and support tourism and business travel between the two countries.

MPOST

Airfares surge 10 times amid cancellations

Air India's one-stop Delhi-Bengaluru flight for Friday night was priced above ₹1 lakh

ARSHAD KHAN @ New Delhi

AIRFARES on select routes surged over 10-fold as widespread cancellations by India's largest airline IndiGo triggered a market panic. Flight booking platforms showed that Air India's one-stop Delhi-Bengaluru flight for Friday night was priced above ₹1 lakh, a record high never seen before.

The sudden cancellation of flights by IndiGo due to pilot and cabin crew shortage has drastically reduced the number of available seats, causing a sharp rise in last-minute ticket prices across sectors, especially to and from Delhi. IndiGo domestic flights scheduled to depart on Friday were cancelled until 11:59 pm.

Air India, the next largest alternative to IndiGo, is quoting fares 5-6 times higher than usual on busy routes for the coming days, as IndiGo's disruption is expected to last at least 10 more days. Smaller carriers like Akasa Air and SpiceJet are aggressively capitalising on the opportunity.

While Air India's website and app show none to very

limited seats available from Delhi to Bengaluru, Mumbai and Chennai between Friday and Sunday, a few travel platforms were seen selling tickets at astonishing prices. On Friday about 2 pm, an Air India one-stop flight from Delhi to Bengaluru for Friday night was quoted at ₹1.02 lakh while a non-stop SpiceJet ticket on the same route was priced around ₹93,719. Airfares between the Hyderabad and Delhi route also shot up, with one-stop Air India tickets surging to ₹70,000.

Delhi-Mumbai tickets on Air India were selling for as much as ₹60,000 on Friday for the same-day flight, while Chennai-Delhi tickets on Air India Express were quoted at ₹41,000.

Even the short-duration Hyderabad-Bengaluru tickets were sold between ₹35,000 and ₹40,000 on Friday. Regular fares on these sectors typically range between ₹4,000 and ₹8,000.

Going forward, very few seats are available on busy routes given that IndiGo dominates India's aviation market with a 2/3 market share. For Saturday, Sunday and Monday, Air India is selling Delhi-Mumbai tickets at a starting price of ₹33,275.



Rahul slams 'monopoly model' for IndiGo fiasco

PREETHA NAIR @ New Delhi

CONGRESS leader Rahul Gandhi on Friday alleged that the IndiGo "fiasco" is the cost of this government's "monopoly model" and asserted that India deserves fair competition in every sector, not match-fixing monopolies.

In the wake of IndiGo cancelling over 550 flights on Thursday alone and 400 flights on Friday, disrupting the travel plans of hundreds of passengers, Gandhi said it is ordinary Indians who pay the price in delays, cancellations and helplessness.

"IndiGo fiasco is the cost of this Govt's monopoly model. Once again, it's ordinary Indians who pay the price - in delays, cancellations and helplessness," the Leader of Opposition said in a post on X. "India deserves fair competition in every sector, not match-fixing monopolies," Gandhi asserted.

IndiGo, on Thursday, told aviation watchdog DGCA that operations are expected to be fully stabilised by February 10, 2026, and sought temporary relaxations in flight duty norms on a day when the country's largest airline cancelled more than 550 flights, disrupting the travel plans of hundreds of passen-



IndiGo fiasco is the cost of this govt's monopoly model. Once again, it's ordinary Indians who pay the price — in delays, cancellations and helplessness

Rahul Gandhi, LoP in Lok Sabha

gers. Slamming the government, Congress general secretary (organisation) K C Venugopal said the Modi government has reduced a once-competitive industry to two players, prioritising corporate greed over passengers' interests. Taking to X, he wrote, "550+ IndiGo flights cancelled in a single day is a clear consequence of the Government sleeping at the wheel while a duopoly established a deadly chokehold on India's aviation sector. Lakhs of passengers are

left helpless at airports for over 8 hours, only to be told their flights are cancelled. What is the mechanism that @MoCA_GoI has set up to ensure passengers get full refunds for these cancelled flights? How are they ensuring IndiGo is looking after passengers' well-being?"

The Congress leader further said from the collapse of Jet Airways and Go First to Air India's monopoly merger - every move that has contributed to this disastrous outcome has happened under their watch.

"As a result, ordinary passengers in need of urgent travel can no longer afford plane tickets, a situation of zero accountability for either the airlines or the @MoCA_GoI, and now a nationwide shutdown of flights. This is not a routine operational hiccup, it is a Government-approved systemic failure that will happen again and again unless drastic measures are undertaken immediately," said Venugopal.

Calling the IndiGo situation a national crisis, Congress MP Karti P Chidambaram said that the government should make a statement on the floor of Parliament explaining what has led to this crisis and what the government is doing to solve it, as it affects passengers countrywide.

'Fertiliser firms doing fine amid China blockade'

PARVEZ SULTAN @ New Delhi

AMID reports of China withholding exports of specialty fertilisers to India over the past few months, domestic companies have turned to alternative suppliers in Belgium, Egypt, Germany, Morocco and the United States to bridge the supply gap, the Government informed the Lok Sabha on Friday.

In a written reply, Minister of State for Fertilisers Anupriya Patel clarified that specialty fertilisers fall outside the Nutrient Based Subsidy (NBS) scheme overseen by the Department of Fertilisers, and are thus unsubsidised.

Patel also highlighted ongoing efforts by Indian research bodies to foster self-reliance in nutrient management. Institutions such as ICAR and State Agricultural Universities are developing indigenous alternatives, including zinc EDTA, boron blends, nano-fertilisers and bio-fertilisers.

शुक्रवार, 6 दिसंबर 2025 | पृष्ठ संख्या 1547 | दिल्ली, भारत 2025 | WATCH GOD WATCH DOG | 75, 80, 85, 90, 95, 100, 105, 110, 115, 120, 125, 130, 135, 140, 145, 150, 155, 160, 165, 170, 175, 180, 185, 190, 195, 200 | www.nbt.in



बायपुर एयरपोर्ट पर एयरपोर्ट सेवानिवृत्त होने के बाद यात्री बसें। बायपुर एयरपोर्ट पर उड़ान के इंतजार में कुर्सी पर होकर बैठने वाले यात्री। 2025 के 11 वें महीने में एयरपोर्ट के इंतजार में कठिनाई का दृश्य।

इंडिगो को केबिन क्यू की कमी के कारण चार दिन में 2000 उड़ानें रद्द करनी पड़ीं। हवाईअड्डों में यात्रियों पर मुसीबत का पहाड़ टूटा। वे खाने-पीने को तरस गए, भीड़ इतनी कि जमीन पर सोए।

हवाईअड्डों पर इस अफरातफरी के लिए सिर्फ SORRY?

चौथे दिन इंडिगो की 1000+ उड़ानें रद्द, देशभर के एयरपोर्ट्स पर यात्री बेबस, लंबी कतारें दिखीं

इंडिगो ने कहा- सॉरी, 10 से 15 दिसंबर तक हालात होंगे सामान्य, सरकार ने जांच के लिए आदेश

अन्य फ्लाइट्स का किराया 10 गुना तक बढ़ा, कुछ रूट पर किराये इतने घड़े कि लंदन जाना कहीं सस्ता

इनकी बेबसी आपको भी रुला देगी

यात्री ने कहा, पति की अंतिम यात्रा अघर में

मुंबई में एक यात्री का कहना है कि वह अपनी पत्नी के अंतिम यात्रा के लिए एयरपोर्ट पर रुका था। वह अपने पति के अंतिम यात्रा के लिए एयरपोर्ट पर रुका था। वह अपने पति के अंतिम यात्रा के लिए एयरपोर्ट पर रुका था।



DGCA को पायलटों पर नियम वापस लेना पड़ा

डिजीटल सिगनेचर के अभाव में

डिजीटल सिगनेचर के अभाव में पायलटों पर नियम वापस लेना पड़ा। डिजीटल सिगनेचर के अभाव में पायलटों पर नियम वापस लेना पड़ा। डिजीटल सिगनेचर के अभाव में पायलटों पर नियम वापस लेना पड़ा।

यात्रियों को क्यों होना पड़ा बेबस, इन सवालों का चाहिए जवाब

उड़ान सेवाओं के रेगुलेटर DGCA ने देश में यात्रियों की सुरक्षा के लिए सभी एयरलाइंस में नियम लागू किए। इन्हें जुलाई और नवंबर में लागू किया गया। इन नियमों से पूरा नवंबर लगभग आराम से निकला, लेकिन दिसंबर शुरू होते ही अकेले इंडिगो ने समस्याओं का सिलसिला शुरू हो गया। इसका कसूरवार कौन, ऐसे कई सवाल हैं, जिनका पड़ताल नतीजा अप्रत्याशित है।

इंडिगो ने ही क्यों अचानक ऐसा संकट, अन्य एयरलाइंस में क्यों नहीं हुआ?

इंडिगो का संकट है कि इसके पीछे के कारण क्या हैं? इंडिगो को पता नहीं था कि इंडिगो में ही क्यों अचानक ऐसा संकट, अन्य एयरलाइंस में क्यों नहीं हुआ? इंडिगो का संकट है कि इसके पीछे के कारण क्या हैं? इंडिगो को पता नहीं था कि इंडिगो में ही क्यों अचानक ऐसा संकट, अन्य एयरलाइंस में क्यों नहीं हुआ?

अन्य एयरलाइंस को सारी बोलन और रिडिड काफी है? अन्य एयरलाइंस ने किराये क्यों बढ़ाए?

अन्य एयरलाइंस को सारी बोलन और रिडिड काफी है? अन्य एयरलाइंस ने किराये क्यों बढ़ाए? अन्य एयरलाइंस को सारी बोलन और रिडिड काफी है? अन्य एयरलाइंस ने किराये क्यों बढ़ाए?

Airline	Route	Current Fare	Previous Fare
Indigo	Delhi to Mumbai	₹10,000	₹1,000
Indigo	Delhi to Bangalore	₹12,000	₹1,200
Indigo	Delhi to Chennai	₹11,000	₹1,100
Indigo	Delhi to Kolkata	₹9,000	₹900
Indigo	Delhi to Hyderabad	₹10,500	₹1,050
Indigo	Delhi to Lucknow	₹8,500	₹850
Indigo	Delhi to Jaipur	₹7,500	₹750
Indigo	Delhi to Ahmedabad	₹6,500	₹650
Indigo	Delhi to Patna	₹5,500	₹550
Indigo	Delhi to Bhubaneswar	₹4,500	₹450
Indigo	Delhi to Dispur	₹3,500	₹350
Indigo	Delhi to Dibrugarh	₹2,500	₹250
Indigo	Delhi to Guwahati	₹1,500	₹150

क्या DGCA को पता नहीं था कि इंडिगो पर एरर संकट आ सकता है?

क्या DGCA को पता नहीं था कि इंडिगो पर एरर संकट आ सकता है? क्या DGCA को पता नहीं था कि इंडिगो पर एरर संकट आ सकता है? क्या DGCA को पता नहीं था कि इंडिगो पर एरर संकट आ सकता है?

क्या यात्रियों को एयरपोर्ट सेवानिवृत्त होने की मदद के लिए क्वीपिंग यात्रियों को जानबूझकर बनाया गया?

क्या यात्रियों को एयरपोर्ट सेवानिवृत्त होने की मदद के लिए क्वीपिंग यात्रियों को जानबूझकर बनाया गया? क्या यात्रियों को एयरपोर्ट सेवानिवृत्त होने की मदद के लिए क्वीपिंग यात्रियों को जानबूझकर बनाया गया?

अपने रिसेप्शन में ऑनलाइन पहुंचा दंपती

अपने रिसेप्शन में ऑनलाइन पहुंचा दंपती। अपने रिसेप्शन में ऑनलाइन पहुंचा दंपती। अपने रिसेप्शन में ऑनलाइन पहुंचा दंपती। अपने रिसेप्शन में ऑनलाइन पहुंचा दंपती।

अपने रिसेप्शन में ऑनलाइन पहुंचा दंपती। अपने रिसेप्शन में ऑनलाइन पहुंचा दंपती। अपने रिसेप्शन में ऑनलाइन पहुंचा दंपती। अपने रिसेप्शन में ऑनलाइन पहुंचा दंपती।

24x7 कंट्रोल रूम बना

24x7 कंट्रोल रूम बना। 24x7 कंट्रोल रूम बना। 24x7 कंट्रोल रूम बना। 24x7 कंट्रोल रूम बना। 24x7 कंट्रोल रूम बना।

इंडिगो ने DGCA को 60 पायलटों की कमी ही बताई थी, इतनी बड़ी समस्या कैसे- जांच होगी यह संकट क्या जानबूझकर बनाया गया? क्या Monopoly है समस्या की जड़?

एयरपोर्ट पर बेटी की मदद को तरसता पिता

एयरपोर्ट पर बेटी की मदद को तरसता पिता। एयरपोर्ट पर बेटी की मदद को तरसता पिता। एयरपोर्ट पर बेटी की मदद को तरसता पिता। एयरपोर्ट पर बेटी की मदद को तरसता पिता।

इंडिगो ने DGCA को 60 पायलटों की कमी ही बताई थी, इतनी बड़ी समस्या कैसे- जांच होगी यह संकट क्या जानबूझकर बनाया गया? इंडिगो ने DGCA को 60 पायलटों की कमी ही बताई थी, इतनी बड़ी समस्या कैसे- जांच होगी यह संकट क्या जानबूझकर बनाया गया?

क्या यात्रियों को एयरपोर्ट सेवानिवृत्त होने की मदद के लिए क्वीपिंग यात्रियों को जानबूझकर बनाया गया? क्या यात्रियों को एयरपोर्ट सेवानिवृत्त होने की मदद के लिए क्वीपिंग यात्रियों को जानबूझकर बनाया गया?

क्या DGCA को पता नहीं था कि इंडिगो पर एरर संकट आ सकता है? क्या DGCA को पता नहीं था कि इंडिगो पर एरर संकट आ सकता है? क्या DGCA को पता नहीं था कि इंडिगो पर एरर संकट आ सकता है?



www.nbt.in

संपादन: 11:30 AM
शुक्रवार, 6 दिसंबर 2025

IndiStop

दिन खत्म हुआ, इंतजार नहीं...

देवारन के कई एयरपोर्ट्स से इंडिगो ने अपनी फ्लाइट्स रद्द कर दी हैं। पिछले दो-तीन दिनों में सैकड़ों फ्लाइट्स देरी से चली हैं या रद्द करनी पड़ी हैं। इस समस्या से इजाजत पाने वाली यात्रियों को परेशानियों का सामना करना पड़ा है। किसी को इंटरनेशनल फ्लाइट छूट गई, तो कोई अपनी शादी के ही रिसेप्शन में नहीं पहुंच पाया। एयरपोर्ट पर बैठने और खाने-पीने के इंतजार तक काम पड़ गए। सुबह से रात तक बच्चे और बुजुर्ग सभी परेशान रहे। यात्रियों को दिन-दिन परेशानियों से रो-खार होने पड़ा है, जल्दो है:

दिल्ली एयरपोर्ट पर पूरे दिन परेशान रहे पैसेजर्स



दिल्ली एयरपोर्ट के टर्मिनल-1 पर सुबह की यात्रियों की लंबी लाइनें बनाई गईं।

भारतीय विमानपत्तन प्राधिकरण (आरएआर) के अनुसार, दिल्ली एयरपोर्ट पर शुक्रवार को पूरे दिन परेशानियों का सामना करना पड़ा। कई फ्लाइट्स देरी से चलीं या रद्द हो गईं। यात्रियों को लंबी लाइनें बननी पड़ीं और खाने-पीने का इंतजार करना पड़ा।

आरएआर के अनुसार, दिल्ली एयरपोर्ट पर शुक्रवार को पूरे दिन परेशानियों का सामना करना पड़ा। कई फ्लाइट्स देरी से चलीं या रद्द हो गईं। यात्रियों को लंबी लाइनें बननी पड़ीं और खाने-पीने का इंतजार करना पड़ा।

'30 हजार में पहुंची मुंबई से दिल्ली'



एयरपोर्ट पर यात्रियों की लाइनें में जाम भी देखे गए।

दिल्ली एयरपोर्ट पर शुक्रवार को मुंबई से दिल्ली के लिए आने वाले यात्रियों की संख्या 30 हजार से अधिक थी। इन्होंने लंबी लाइनें बननी पड़ीं और खाने-पीने का इंतजार करना पड़ा।

रायपुर एयरपोर्ट पर मच गई अफरातफरी, लोगों का हंगामा



रायपुर एयरपोर्ट पर यात्रियों में जाम।

रायपुर एयरपोर्ट पर शुक्रवार को अफरातफरी मच गई। यात्रियों को लंबी लाइनें बननी पड़ीं और खाने-पीने का इंतजार करना पड़ा।

भायुक पल पिता की अस्थियां लेकर बैठे रहे...

रायपुर एयरपोर्ट पर शुक्रवार को अफरातफरी मच गई। यात्रियों को लंबी लाइनें बननी पड़ीं और खाने-पीने का इंतजार करना पड़ा।

समय का ठिकाना नहीं 'दोपहर में पहुंचना था, देर रात पहुंचे'



रायपुर एयरपोर्ट पर यात्रियों में जाम।

रायपुर एयरपोर्ट पर शुक्रवार को अफरातफरी मच गई। यात्रियों को लंबी लाइनें बननी पड़ीं और खाने-पीने का इंतजार करना पड़ा।

गाजियाबाद के लोग बस से निकले श्रीनगर में फंसे थे कई यात्री



गाजियाबाद एयरपोर्ट पर यात्रियों में जाम।

गाजियाबाद एयरपोर्ट पर शुक्रवार को अफरातफरी मच गई। यात्रियों को लंबी लाइनें बननी पड़ीं और खाने-पीने का इंतजार करना पड़ा।

इलाज भी मुश्किल मैरिज एनिवर्सरी की प्लानिंग खराब

मैरिज एनिवर्सरी की प्लानिंग खराब होने से यात्रियों को परेशानियों का सामना करना पड़ा।

मैरिज एनिवर्सरी की प्लानिंग खराब होने से यात्रियों को परेशानियों का सामना करना पड़ा।

मैरिज एनिवर्सरी की प्लानिंग खराब होने से यात्रियों को परेशानियों का सामना करना पड़ा।



धमी उड़ान

इंडिगो की दिल्ली-रायपुर फ्लाइट देरी से चली। यात्रियों को परेशानियों का सामना करना पड़ा।

इंडिगो ने मांगी माफी, CEO बोले- 15 तक हालात नॉर्मल होने की आस

इंडिगो के CEO ने माफी मांगी और कहा कि 15 तक हालात नॉर्मल होने की आस है। उन्होंने कहा कि कंपनी ने सभी फ्लाइट्स रद्द कर दी हैं और यात्रियों को परेशानियों का सामना करना पड़ा।

इंडिगो में समस्या कैसे आई, जांच की जाएगी

इंडिगो में समस्या कैसे आई, जांच की जाएगी। कंपनी ने कहा कि यह एक तकनीकी समस्या थी और जांच के बाद ही कारणों का पता चलेगा।

किस चूक की वजह से इंडिगो संकट में फंसा?

इंडिगो संकट में फंसा होने की वजह से किस चूक की वजह से। एक्सपर्ट्स का कहना है कि यह एक तकनीकी त्रुटि थी और इसे जल्द ही ठीक किया जा सकता है।

किरायों की ऊंची उड़ान

इंडिगो की फ्लाइट कैबल, बाकी एयरलाइंस की कर्मियों आसमान में घंटों फंसे रहे यात्री, कला-एयरलाइंस की मानमानी

इंटरनेशनल सस्ता, घरेलू आसमान छूते गए

DEPARTURE 05-DEC-25 13:30

गंतव्य	विवरण	स्थिति
दिल्ली-रायपुर	05:00 - 06:00	रद्द
दिल्ली-मुंबई	06:00 - 07:00	रद्द
दिल्ली-बंगलुरु	07:00 - 08:00	रद्द
दिल्ली-कोलकाता	08:00 - 09:00	रद्द
दिल्ली-चेन्नई	09:00 - 10:00	रद्द
दिल्ली-हयद्राबाद	10:00 - 11:00	रद्द
दिल्ली-गुवाहाटी	11:00 - 12:00	रद्द
दिल्ली-श्रीनगर	12:00 - 13:00	रद्द
दिल्ली-बोकारो	13:00 - 14:00	रद्द

अंतरराष्ट्रीय उड़ानें सस्ती

गंतव्य	विवरण	स्थिति
दिल्ली-लंदन	05:00 - 06:00	रद्द
दिल्ली-दुबई	06:00 - 07:00	रद्द
दिल्ली-दोहा	07:00 - 08:00	रद्द
दिल्ली-कतार	08:00 - 09:00	रद्द
दिल्ली-ब्रिस्बेन	09:00 - 10:00	रद्द
दिल्ली-सिंगापुर	10:00 - 11:00	रद्द
दिल्ली-जकार्ता	11:00 - 12:00	रद्द
दिल्ली-मैनिला	12:00 - 13:00	रद्द
दिल्ली-बैंगको	13:00 - 14:00	रद्द



Corporate Communications Directorate

THE PIONEER

DELHI

5 DECEMBER 2025

IndiGo delays, cancellations swamp airports across India

ASHOKE RAJ ■ New Delhi

India's largest airline cancelled over 300 flights and experienced delays in hundreds of other flights in the last 48 hours. Major Indian airports are overwhelmed and passengers stranded as IndiGo battles one of its toughest operational crises in recent years.

IndiGo CEO Pieter Elbers has issued an apology to employees, acknowledging that the carrier has failed to meet the expectations of the 3.8 lakh passengers it serves daily.

In his internal email titled Stronger Together, Elbers wrote the disruption stemmed from "an accumulation of several opera-

tional challenges", including minor technology glitches, schedule changes, adverse weather, heightened congestion across the aviation ecosystem and the enforcement of the new Flight Duty Time Limit (FDTL) norms for pilots. The tightened rules, effective November 1, have squeezed crew availability across airlines-but IndiGo has taken the sharpest hit due to the size and complexity of its network.

The crisis intensified after the airline cancelled 150 flights on Wednesday, cautioning that "calibrated adjustments" to schedules would continue for at least 48 hours as crew rosters and operational resources were rebalanced.



A passenger looks at the display board for information at Kempegowda International Airport, in Bengaluru

Passengers slam IndiGo, DGCA

TN RAGHUNATHA
Mumbai

IndiGo's nation-wide operational crisis deepened on Thursday, as fresh flight cancellations and long delays were reported from different cities of the country leaving thousands of passengers stranded at various airports and the affected air travellers slammed the private airliner, the Ministry of Civil Aviation and the Directorate General of Civil Aviation (DGCA).

On a day when fresh flight cancellations and long delays were reported from Mumbai, Delhi, Bengaluru, Hyderabad and Pune, an upset DGCA summoned senior officials of IndiGo to its headquarters and sought

explanation from them on the "massive disruptions" and asked them to submit an urgent plan to stabilise operations during the peak travel season.

The miffed stranded passengers took to social media platforms to vent their anger against the delays and disruptions of IndiGo flights across the country.

Tech influencer Arun Prabhudesai, the founder of Armoks Media, said: "IndiGo is in a terrible state right now. Flights getting cancelled one after another, chaos at the gates, passengers arguing with crew, zero communication. My own flight has been delayed with no clarity, we've been at the airport for 2 hours just waiting for any update. If you're flying today Honestly, don't come to the airport unless you really have to. It's a mess". "Indigo Airlines operations have been badly hit leading to massive passenger distress. I have repeatedly raised concerns over the duopoly that prevails in the air which lead to higher air fares, poor infrastructure, flight cancellations, it's a shame and I hope the aviation minister will give a suo moto statement on this issue in the Parliament," Shiv Sena (UBT) Rajya Sabha member Priyanka Chaturvedi said.

"IndiGo has made Pune Airport look like a railway station today, too much



Stranded passengers at Swami Vivekananda Airport amid flight disruptions in Raipur

chaos," Content strategist Rishikesh Taksale said.

AI and data science leader Dr Prashant Pansare, the founder of rubiscape. Com said: "IndiGo flight mess up at the Pune airport. No passenger intimation at boarding gate, no staff, citizen self-servic and the worst is on display boards which says flight scheduled on time."

"Do not fly IndiGo. Passengers are being left stranded for hours — even overnight — with zero information or support. The airline's disregard for people is unacceptable, and it's shameful that they face no accountability," an angry flier with handle @mmk6664, wrote.

Prathamesh Thanekar wrote: "Indigo flight 6E1607 (Mumbai - Chennai - Bali) has been delayed almost 6+ hrs. Also there is no correct information given at the information desk. This has caused huge inconvenience. Its SPM still information board still shows time at 4AM".

Technocrat Harry wrote: "Absolute chaos at Pune Airport and almost every other flight is getting cancelled. IndiGo why are you still checking in people when you know you'd cancel? Can you save some agony for passengers and let them figure out something else early?" Independent MLA from Maharashtra Satyajeet Tambe said: "IndiGo's repeated failures

have stranded families, students and professionals across the country. Regulators must step in with stronger safeguards for passengers".

Attributing the unprecedented disruptions in the IndiGo flight operations to the crew shortage and operational planning "failures", Federation of Indian Pilots' president Captain CS Randhawa said: "Most of these flight disruptions, cancellations and delays have been attributable to, firstly, the crew shortage. IndiGo has been inducting aircraft. It must be appreciated that when you induct an aircraft, you must have an adequate number of crews per aircraft.

Another reason being attributed to the IndiGo crisis to the implementation of the second phase of the revised Flight Duty Time Limitation (FDTL) norms from November 1, which tightened rest and night-duty rules for pilots. Alluding to the revised duty norms, Randhawa said: "After the second phase of the FDTL, new CARs came into effect by the order of the Delhi High Court on 1st of November. They immediately approached the DGCA and sought a variation."

The second phase of the revised Flight Duty Time Limitation (FDTL) norms, being implemented from November 1, have tightened

rest and night-duty rules for pilots. These changes have reduced crew availability at short notice. The airline has also cited multiple compounding factors.

Meanwhile, Prakash Ambedkar, former MP and the grandson of Dr Babasaheb Ambedkar said: "IndiGo's operational disruptions, including lengthy flight delays, cancellations, absolutely zero transparency, and extremely poor customer service experiences should be an eye-opener for the Government and the fliers. This is a wake-up call for the Government".

"The on-going crisis has exposed DGCA's terribly weak regulation, poor accountability of the airlines and lack of passenger protection. IndiGo's market dominance has become market abuse!

The present regulatory rules are not structured to provide a safe blanket to the fliers," Prakash said Calling for a Passenger Protection Code similar to the European Union and United States, Ambedkar said: "India needs a Passenger Protection Code similar to the EU and US, where delays mean automatic compensation, not just a meal voucher! Why passengers have to beg the airlines for a booking on the next available flight, financial compensation and timely information".

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THE PIONEER

DELHI

6 DECEMBER 2025

IndiGo's messy meltdown

PRASHANT TEWARI
■ New Delhi

IndiGo's case is one of self-induced turbulence to put undue pressure on the Government. IndiGo has not failed or faltered but has scrupulously mismanaged itself with the ulterior motive of blackmailing the Government itself. The result is catastrophic inasmuch as the people of India have been taken for a merry ride and hapless, unwary passengers throughout the length and breadth of the country have been lamentably held to ransom. This has had a deleterious effect on the entire economy and hotel fares and fares of other airlines have skyrocketed! And the Minister in charge is totally helpless to deal with this crisis of enormous proportions and has virtually gone into oblivion!

India, a nation of over 1.5 billion people and the world's fastest-growing aviation market, shockingly depends on just two major domestic carriers, IndiGo and Air India. This extreme concentration is not an accident but the direct result of chronic policy failure and regulatory inertia. Over the past two decades, the Government has repeatedly allowed major airlines to collapse instead of restructuring



An IndiGo aircraft seen at the Biju Patnaik Airport in Ranchi. PH

ing them under new ownership. Jet Airways and Kingfisher Airlines are the most glaring examples; both could have been saved simply by removing promoters Naresh Goyal and Vijay Mallya, yet no revival mechanism was activated. India watched two full-service carriers die, thousands of jobs vanish, and crucial aviation capacity evaporate.

The pattern continued with Go First, despite clear evidence that the airline's downfall was triggered by engine supply failures rather than managerial incompetence. No meaningful intervention came from policy-makers; no special framework was set up to assist the carrier, and no urgency was shown to ring-fence operations. As a result, Go First

joined the long list of avoidable aviation deaths in India. When three airlines disappear within a decade in a market of this size, the problem is not corporate mismanagement but a systemic refusal to protect competition and consumer interest. This shrinking competitive landscape has delivered the nation into the hands of a duopoly that dictates prices, capacity, and service standards with little accountability.

Today, IndiGo controls more than half the domestic aviation market, while the Air India group holds most of the remaining share. Smaller carriers exist only on the fringes, unable to exert meaningful pressure.

CONTINUED ON P4

domism masquerading as strategic nationalism. Ironically, these restrictions do not safeguard Indian consumers; they primarily protect two private carriers while passengers pay inflated fares and endure deteriorating service quality. The state's refusal to liberalise the sky has effectively turned India into one of the world's costliest domestic aviation markets.

What makes the situation even more disturbing is the perception that this restrictive ecosystem suits certain entrenched interests. With opaque decision-making, irregular enforcement, arbitrary slot allocation, and no dedicated passenger rights authority, India's aviation sector functions with minimal accountability. When fares soar unchecked, when airlines collapse without rescue, and when the government repeatedly avoids structural reforms, it becomes difficult to dismiss concerns of a silent understanding, or at least a systemic rot, sustaining this duopoly at the cost of the common traveller.

India's aviation future cannot be built on the convenience of two carriers. The government must urgently open the skies, encourage new domestic operators, revive grounded airlines under competent management, and allow credible foreign players to compete under regulated conditions. Only by restoring competition and prioritising passengers can India become the global aviation leader it claims to be. Until then, the Indian traveller will continue paying heavily, learning, again and again, an unacceptably harsh aviation lesson.

The author is a public policy expert.

IndiGo's messy meltdown

This duopoly-like structure has created a suffocating environment for passengers: airfares on busy routes regularly exceed comparable distances in Europe, Southeast Asia, or even the United States. Two-hour domestic flights in India often cost more than four-hour international flights elsewhere. Such pricing is not the outcome of a free market but the predictable result of restricted supply, weak oversight, and a regulatory system that appears increasingly comfortable with limited competition.

India's aviation sector has long needed at least eight to ten serious operators to create genuine competition, stabilise fares, and reduce the risk of disruptions. Instead, new entrants face steep barriers, license approvals move at a glacial pace, and foreign airlines seeking to expand operations into India remain blocked by outdated protec-



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Pilots' body objects to IndiGo relief

PIONEER NEWS SERVICE
■ New Delhi

The Airlines Pilots' Association of India on Friday raised strong objections to the Directorate General of Civil Aviation's (DGCA) decision to grant IndiGo relaxation on the implementation of Flight Duty Time Limitations (FDTL) rules amid widespread disruption and cancellation of flights.

In a letter to the DGCA on Friday, ALPA-India said the decision not only sets a "dangerous precedent" but also undermines the very principle and purpose of the civil aviation requirement under which the norms have been formulated.

It also said on the pretext of passenger inconvenience, IndiGo is seeking relief despite having knowingly increased their winter operations while being fully aware of the implementation of the second phase of the pilots' flight duty and rest period norms.

The DGCA earlier in the day granted IndiGo temporary exemption from stricter night duty rules for pilots.

ALPA India had on Wednesday alleged that this (IndiGo cancelling huge number of flights) situation points to a "failure of proac-



An IndiGo passenger flight at Swami Vivekananda Airport in Raipur Chhattisgarh on late Thursday

PH

tive resource planning by dominant airlines, potentially exacerbated by an effort to pressurise the regulator to dilute the new FDTL norms for commercial gain".

And on Thursday, the DGCA in a statement said it has directed the airline to submit the flight duty time limitation (FDTL) relaxations required to normalise the flight operations, after the airline informed the regulator that "it was facing significant transitional challenges in roster planning and crew availability under phase-2 FDTL requirement".

IndiGo was the first carrier to oppose the new FDTL norms for pilots when they

were introduced in January 2024 with March 2024 as the timeline for implementation.

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

But they were subsequently rolled out by the DGCA following the Delhi High Court's directives, albeit with a delay of over one year, in a phased manner, and with certain variations for airlines like IndiGo and Air India.

DGCA hits pause on rest rules as IndiGo brings skies to a halt



Stranded passengers searching for their luggage near an IndiGo counter at the Kempegowda International Airport in Bengaluru

RAJESH KUMAR ■ New Delhi

The Civil Aviation Ministry on Friday withdrew its order on weekly rest hours for aviation crew, in a one-time relief, after India's largest airline faced disruptions bringing air travel to a near halt in the country. "The Flight Duty Time Limitations (FDTL) orders of the DGCA have been placed in abeyance with immediate effect," Civil Aviation Minister Ram Mohan Naidu said in a written statement. "We anticipate that complete restoration of services will be achieved within the next three days," the statement added.

The FDTL rules have been kept in abeyance till 10 February 2026.

Meanwhile, the Union Government has ordered four-member committee to probe into disruption caused by IndiGo. The committee will submit its findings and recommendations to the aviation regulator within 15 days to enable necessary regula-

tory enforcement action and ensure institutional strengthening. The Government also made it clear that in case of any flight cancellations, the airlines will issue full refunds automatically, without the need for passengers to make any requests. Passengers who are stranded due to prolonged delays will be provided hotel accommodation arranged directly by the airlines.

Airports across India are in a state of chaos as IndiGo struggles with a surge of cancellations and delays. Flights are being scrapped or postponed at short notice, leaving travellers stranded, confused, and stuck in long queues. The turmoil is largely attributed to new crew rest regulations and acute staffing shortages. In response, the airline has urged passengers not to head to the airport unless their flight has been confirmed, as it works to manage crowds and prevent further disruption.

CONTINUED ON P4

received a confirmation notification" that their flight will operate. Following the airline's widespread flight cancellations, IndiGo CEO Pieter Elbers confirmed that over 1,000 flights were cancelled on December 5, marking it as the most severely affected day. Elbers said the airline expects to have less than 1,000 flight cancellations on Saturday and that the situation is anticipated to normalise between December 10-15.

Elbers explained that the massive disruption was caused by the rebooting of IndiGo's entire operational system. He urged passengers not to visit airports for cancelled flights to avoid further inconvenience.

DGCA hits pause on rest rules as IndiGo...

The Directorate General of Civil Aviation (DGCA) said it has issued repeated directions and advance instructions from time to time to the airline for having timely preparation to implement the provisions related to the FDTL norms. The DGCA said the airline's non-adherence of its directions limited the carrier's ability to accurately forecast crew availability, conduct timely training and realign rosters despite advance regulatory intimation.

IndiGo issued an advisory urging passengers "not to travel to the airport unless they have



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Missing regulators in our lives

Across sectors, many firms operate without checks and balances

A few weeks ago, I suffered multiple fractures and muscle ruptures on my left shoulder. Although the hospital did not have a cashless facility for medical insurance, I presumed that I could pay upfront, and claim reimbursement. Post-surgery, even as I was recovering in the hospital, I started reading up on insurance claims. It was horrifying to learn that more than ₹6,000 crore of medical claims were not paid by the insurers. According to the portal managed by the Insurance Regulatory Development Authority of India (IRDAI), the sector's regulator, more than 95 per cent of the claims and complaints against the firms are about the failures to repay claims that the policyholders felt were legitimate and genuine.

There were more shocks. As I began to fill up the reimbursement form to claim the medical expenses, I struggled with the complicated paperwork that ran into dozens of pages, which included supplementary documents, attachments, proof, and photocopies. This was despite the help from my elder brother. Fortunately, the hospital was cooperative, and aided with the requisite documents. When I reached the insurer's office, I was informed that the paperwork was incomplete and, despite my pain, I had to get more documents from the hospital. Thankfully, the reimbursement came quickly.

However, the episode made me realise how insurers make life hell for the policyholders despite the claims of ease, simplicity, and efficiency. IRDAI makes huge claims of how effectively it regulates the companies, but the on-ground reality is different, and people struggle to get the claims. If an educated professional like me needs to spend so much time, what is the state of normal, semi-literate, and illiterate individuals? What about those in the small towns and villages? Maybe, this state-of-affairs is limited to insurance.

Weeks after my surgery, I toyed with the idea

of taking a flight, but gave up since it was not urgent. Thank God for it! Usually, I would have booked a IndiGo flight, and I was relieved that I did not when I saw the newspaper headlines about how the airline, and its passengers were battered and shattered with cancelled and delayed flights. Things are so bad that tens of thousands of passengers were across the airports in Delhi, Mumbai, Bengaluru, Hyderabad, Kolkata, and even the smaller cities like Bhubaneswar.

In Bhubaneswar, for example, 16 flights were cancelled. On December 4, 2025, more than 400 flights were cancelled. The next morning, the headlines screamed that not a single domestic flight would leave the Delhi airport until midnight. This is scandalous. Even more scandalous is the reason, or shall we say, the excuse given by the airline for the inexplicable and unacceptable delays and cancellations. According to IndiGo, the situation is due to a shortage of staff. The pilots' union contends that the airline has limited its hirings due to its business model that focuses on costs and expenses.

Just imagine a situation if the Indian Railways suddenly, and without prior notice, cancels thousands of trains, and because it does not have enough engine drivers, and ticket collectors. The commonsensical question, which is not being asked by the media, is that how can an airline, which is operating for close to 20 years, has expanded at a rapid rate, is highly profitable in most of the years, and boasts of a 95 per cent punctuality rate, suddenly, find itself without adequate crew and staff. How is this possible?

According to a recent report by the aviation regulator, Directorate General of Civil Aviation (DGCA), IndiGo's domestic market share is almost two-thirds, and its cancellation rate for scheduled flights in August this year was an amazingly low 0.51 per cent. How can a seem-

ingly efficient airline resort to gross mismanagement tactics that it has to cancel not 1-2 flights, but hundreds of them? It seems mysterious, intriguing, disturbing, and glaring. There is something inherently wrong in the manner IndiGo operates, and none of us have looked at its business model closely or carefully.

Of course, apart from the airline, the behaviour of the DGCA is perhaps more scandalous. What exactly has the regulator done in the recent past, and what is its monitoring exercises that

it could not pinpoint that things were so wrong with IndiGo. In any case, DGCA's performance in 2025 is not something to be proud of. Most of us can recall the horrifying crash of the Air India flight, which was travelling from Ahmedabad to London a few months ago, and in which all, but one, passengers died. Inquiries were ordered. DGCA ordered one, and the preliminary inquiry report was submitted in time.

Shockingly, the internal confidential report was selectively leaked to foreign media outlets, which suggested that the crash was possibly due to pilot error. The 83-year-old father of the captain of the unfortunate flight approached the Supreme Court to clear his son's name, and demand a fair inquiry into what exactly happened during the flight. The DGCA, of course, while publicly claiming that the investigations were on, did not explain how the inquiry report was leaked. The ongoing IndiGo's intrigue probably adds to the growing image of either a lax regulator, or an inefficient one.

Unfortunately, in India, this is the story with most regulators across major sectors. The harsh reality is that in the twenty-first century, most industries have moved towards a phase of consolidation, with repeated takeovers, mergers, and acquisitions. This wave of M&As have created either duopolies or oligopolies in the marketplace. One sees this across sectors and segments, from steel to tires, aluminium to telecom, aviation to e-commerce. While there is sufficient, and seemingly still competition on paper, there is little or no doubt that there are indications of cartels, or dominance in market shares.

Sadly, the regulators have not done much to reverse the trend. India has the Competition Commission of India, which takes crucial decisions to pinpoint, and stop anti-market, anti-consumer, and monopolistic practices by the large firms. Although it does a commendable job legally, the actions and judgments have had a weak impact in some sectors, and minimal impact on the consumers. Perhaps, the policy-makers need to think of how to make the regulators better, and more efficient. In contrast, political pressures, and industry lobbies aim to influence some of the regulators.

Do not forget that 60 per cent of India's GDP is related to private consumption expenditure. The consumers, therefore, need better protection, and more incentives to open their wallets.

OUR TAKE



Sutanu Gura
Author, Journalist
and Academician



The author has worked for leading media houses, authored ten books, and is now Executive Director, C-India Foundation

फ्लाइटें रद्द होने पर सरकार बैकफुट पर

डीजीसीए ने आदेश लिया वापस, पायलटों को उड़ान ड्यूटी में डील, जांच समिति गठित

पंजाब केसरी/नई दिल्ली

देश की सबसे बड़ी विमानन कंपनी इंडिगो के राष्ट्रीय राजधानी से प्रस्थान करने वाली सभी उड़ानों सहित करीब 1000 उड़ानें रद्द करने से देश भर में हजारों यात्री कई घंटों तक फंसे रहे और हवाई यात्रा शुक्रवार को लगातार चौथे दिन भी पटरों से उतरी नजर आई। इंडिगो के पायलटों के उड़ान-समय के लिए नए नियमों की योजना बनाने में विफल रहने के कारण यह संकट उत्पन्न हुआ।

लोगों का गुस्सा बढ़ने और

15 तक स्थिति सामान्य होने की उम्मीद : सीईओ

इंडिगो की 1,000 से अधिक उड़ानें रद्द किये जाने के बीच एयरलाइन के मुख्य कार्यपालक अधिकारी (सीईओ) पीटर एल्वर्ट ने कहा कि 10 से 15 दिसंबर के बीच स्थिति सामान्य होने की उम्मीद है। एल्वर्ट ने एक वीडियो संदेश में उड़ानें रद्द होने के कारण यंत्रियों को हुई भारी प्रतिक्रिया के लिए माफी मांगी। उन्होंने कहा, दुर्भाग्यवश पिछले कुछ दिनों में उठाए गए कठम पर्याप्त खर्च नहीं हुए हैं। इंतजार करने वाले यात्री सभी पर्याप्त और समय-समय पर जांच कराने का निर्णय लिया है।

विपक्षी दलों के सरकार को घेरने के बाद नागर विमानन महानिदेशालय (डीजीसीए) ने हस्ताक्षर किये हुए इंडिगो के पायलटों के लिए रॉबि ड्यूटी के कड़े नियमों से अस्थायी

सूट दे दी। इंडिगो का संकट उन नए नियमों से खड़ा हुआ जिनके तहत पायलटों के स्वास्थ्यक आराम की जरूरत के समय को 12 घंटे से बढ़ाकर 48 घंटे कर दिया गया। (सब

ही सप्ताह में केवल दो बार रात में लैंडिंग की अनुमति दी गई है, जो पहले छह हुआ करती थी। उड़ानें रद्द होने के कारणों की व्यापक समीक्षा और आकलन के लिए चार सदस्यीय समिति गठित की है।

शुक्रवार को जारी आदेश के अनुसार, समिति के सदस्यों में संयुक्त महानिदेशक संजय के ब्रह्माने, उप महानिदेशक अमित गुप्ता, चरिष उड़ान संचालन निरीक्षक कैप्टन कपिल मांगलिक और उड़ान संचालन निरीक्षक कैप्टन रामपाल शामिल हैं। (पृष्ठ 5 भी देखें)



इंडिगो की फ्लाइटें रद्द होने से मुंबई के उत्तरपति शिवाजी महाराज अन्तर्राष्ट्रीय हवाई अड्डे पर लगी यात्रियों की भीड़। (छाया : प्रे.टु.)

Corporate Communications Directorate

PUNJAB KESARI

DELHI

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इंडिगो संकट : एयरलाइंस कंपनियों ने मचाई लूट, कई गुना बढ़ा किराया

कई घरेलू रूट्स पर 60 हजार रुपए से ज्यादा हुआ किराया

एयरलाइन कंपनियों ने किराये में की मनमानी बढ़ोतरी

किसी की सूटी शही तो कोई अपने ही रिसेप्शन में नहीं हो सका शामिल इंडिगो संकट के चलते अस्त व्यस्त हुई हवाई सेवा के चलते लोगों को भारी परेशानी का सामना करना पड़ा। इस दौरान कोई अपनी बैगिंग में नहीं शामिल हो सका तो किसी को बैगिंग रिकंशन में ऑनलाइन शामिल होना पड़ा। सोशल मीडिया पर एक काफल का वीडियो वायरल हुआ जिसमें प्लाइंट कैबिन होने के चलते वे अपने बैगिंग रिसेप्शन में शामिल नहीं हो सके और उन्हें मजबूरन ऑनलाइन इसमें शामिल होना पड़ा।

इंडिगो संकट के चलते रेलवे पर बड़ा दबाव राजधानी दिल्ली से देश के अन्य बड़े शहरों के लिए चलने वाली ट्रेनों के टिकटों की भारी मांग दर्ज की गई है। 700 से 1000 किलोमीटर तक की दूरी तय करने वाले यात्री प्लाइंट के बजाए ट्रेन को अपना पहला विकल्प बना रहे हैं। रेलवे स्टेशन पर भी यात्रियों की भीड़ सामान्य दिनों के मुकाबले कई गुना अधिक दिखाई दे रही है।

एयरलाइंस कंपनियों ने दिया धोखा तो मदद को आगे आई रेलवे, 37 ट्रेनों में लगाए गए 116 कोच

इंडिगो संकट व विमानन कंपनियों द्वारा कई गुना किराया बढ़ाए जाने के बाद यात्रियों की मदद के लिए भारतीय रेलवे ने सामने आया। यात्रियों की सुविधा के लिए भारतीय रेलवे ने बड़ा कदम उठाते हुए 37 ट्रेनों में 116 अतिरिक्त कोच लगाए हैं। यह फैसला इंडिगो संकट के बीच यात्रियों को राहत देने के लिए लिया गया है। इसके अलावा रेलवे 14 अतिरिक्त फेरो के साथ कई संशुद्ध ट्रेनों को चलाने की भी तैयारी कर रहा है। रेलवे के तर्क से कई ट्रेनों में अतिरिक्त कोच जोड़े जा रहे हैं ताकि यात्रियों को आसानी से टिकट मिल सके। रेलवे की तरफ से नई दिल्ली सहित देश के अलग अलग रूट पर स्पेशल ट्रेने चलाने के साथ साथ मीजुदा ट्रेनों में भी अतिरिक्त कोच जोड़ने का फैसला किया गया है। रेलवे की तरफ से यात्रियों की सुविधा के लिए इन ट्रेनों का परिचालन आज से शुरू कर दिया जाएगा। इंडिगो संकट को देखते हुए रेलवे ने 5 दिसंबर 2025 से चार सबसे व्यस्त और लोकप्रिय प्रीमियम ट्रेनों में स्कायी रूप से अतिरिक्त कोच लगाने की घोषणा की है। इससे दिल्ली-जम्मू, दिल्ली-डिब्रुगढ़, दिल्ली-वडोदा और दिल्ली-अमृतसर रूट पर यात्र करने वालों को तत्काल राहत मिलेगी। रेलवे ने जम्मू तवी राजधानी (12425/26) में एक अतिरिक्त बर्ड एसी कोच लगाया गया है। जबकि डिब्रुगढ़ राजधानी (12423/24) में भी एक अतिरिक्त बर्ड एसी कोच जोड़ा गया है।



5 दिसंबर को दिल्ली से प्रमुख शहरों का किराया

दिल्ली-पटना

एयर इंडिया: 24,611-25,019 रुपए

स्पाइसजेट: 40,483 रुपए

दिल्ली-मुंबई

एयर इंडिया: 24,999 रुपए

अन्य फ्लाइंग्स: 36,262-48,972 रुपए

दिल्ली-कोलकाता

स्पाइसजेट: 38,699 रुपए

एयर इंडिया: 49,159-51,048 रुपए

गर्गन फ्लाइंग्स: 61,955 रुपए तक

दिल्ली-बंगलुरु

एयर इंडिया: 49,159-51,068 रुपए

इंटरनेशनल किराये से भी महंगा हुआ घरेलू किराये

दिल्ली-मुंबई रूट पर पांच दिसंबर को सबसे कम नॉन-स्टॉप किराया 35,952 रुपए (स्पाइसजेट) था। जबकि एयर इंडिया के नॉन-स्टॉप ऑफियन का किराया 51,133 रुपए था। दिल्ली-बंगलुरु रूट पर बर्ड एसी फ्लाइंग्स का किराया ₹40,000 से ऊपर पांच गया। यहां तक कि सबसे सस्ता विकल्प भी करीब 27,000 रुपए का था। जबकि एयर इंडिया और एयर इंडिया एक्सप्रेस के विकल्प ₹36,000 से अधिक के थे। बता दें कि इंटरनेशनल किराया भी इससे सस्ती था, दिल्ली से दुबई का किराया 23,000 रुपए है जबकि बंगलुरु से दुबई का 18,000 रुपए है।

नई दिल्ली, (पंजाब केसरी): देश की सबसे बड़ी एयरलाइंस इंडिगो के संकट ने हवाई यात्रा को न केवल कई गुना महंगा कर दिया है बल्कि यात्रियों को परेशानी को भी कई गुना बढ़ा दिया है। एक तरफ जहां देश भर में उड़ानें रूट हो रही हैं और एयरपोर्ट पर अफरातफरे के हालात हैं वहीं घरेलू हवाई मार्गों पर किराये में भी कई गुना बढ़ोतरी हो गई है। इंडिगो के फ्लाइंग्स कैबिनेशन का असर पूरे सिस्टम पर पड़ा है, जिससे कई टिकट

रूटों पर किराया रिकॉर्ड ऊंचाई पर पहुंच गए। 5 दिसंबर को बुकिंग प्लेटफॉर्म से मिले ख़ास से पता चल रहा है कि हवाई किराये में 5 से 10 गुना तक बढ़ोतरी हुई है। यांग बचने व उपलब्धता घटने के चलते कई रूटों पर किराया भार गुना तक पहुंच गए हैं। माना जा रहा है कि कई इंडिगो का संकट और गहराता है तो अपने वाले दिनों में हवाई टिकटों में और बढ़ोतरी देखी जा सकती है।



एयरपोर्ट पर विरोध करने और दूसरी तरफ अपने सामान के साथ बैठे यात्री। -फोटो: अमित श्रीवास्तव



Corporate Communications Directorate

SWATANTRA BHARAT

LUCKNOW

5 DECEMBER 2025

इंडिगो में परिचालन संकट तीसरे दिन भी जारी

नई दिल्ली। देश की सबसे बड़ी घरेलू एयरलाइन इंडिगो में जारी परिचालन संकट लगातार तीसरे दिन भी जारी है। गुरुवार को देश के तीन बड़े हवाई अड्डों दिल्ली, मुंबई

■ आज तीन हवाई अड्डों पर 300 से ज्यादा उड़ानें रद्द

और बंगलूरु में इंडिगो की 300 से ज्यादा उड़ानें रद्द हो चुकी हैं। इंडिगो एयरलाइन कू के कमी और डीजीसीए के नए फ्लाइट ड्यूटी नियमों के कारण परेशानी में धिरी है। रिपोर्ट्स के अनुसार, इंडिगो ने

गुरुवार को मुंबई, दिल्ली और बंगलूरु एयरपोर्ट्स पर 180 से ज्यादा उड़ानों को रद्द किया है। इनमें से मुंबई एयरपोर्ट पर 86 (41 आगमन और 45 प्रस्थान), बंगलूरु एयरपोर्ट पर 73 उड़ानें रद्द हुई हैं। इनके अलावा दिल्ली हवाई अड्डे पर 95 (48 प्रस्थान और 47 आगमन) उड़ानें रद्द हुई हैं। इंडिगो की पहचान तय समय पर उड़ान भरने या आगमन करने वाली एयरलाइन के तौर पर रही है, लेकिन मौजूदा संकट ने एयरलाइन की इस खासियत को बुरी तरह से प्रभावित किया है।

Cong slams Modi govt over IndiGo chaos; says fiasco is the cost of monopoly model

STATESMAN NEWS SERVICE

New Delhi, 5 December

The unprecedented operational meltdown at IndiGo, which saw over 550 flights cancelled in a single day, has triggered a sharp political attack from the Opposition, with top Congress leaders, including Rahul Gandhi, directly blaming the Modi government's policies for creating a dangerous duopoly in India's aviation sector.

The widespread disruptions, which have left lakhs of passengers stranded for hours at major airports, were termed a "systemic failure" resulting from the government prioritising corporate interests over passenger welfare.

Congress leader Rahul Gandhi led the charge, arguing that the crisis was an inevitable outcome of concentrated market power.

"IndiGo fiasco is the cost of this Govt's monopoly model," Gandhi posted, adding that ordinary Indians were once again paying the price "in delays, cancellations and helplessness." He concluded with a demand for fundamental reform: "India deserves fair competition in every sector, not match-fixing monopolies."

The party's General Secretary, KC. Venugopal, quantified the alleged government failure, stating that the chaos was a direct consequence of lax oversight.

"550+ IndiGo flights cancelled in a single day is a clear consequence of the Government sleeping at the wheel while a duopoly established a deadly chokehold on India's aviation sector," Venugopal stated. He further accused the government of prioritising corporate greed over passengers' interests.

The Congress leaders pointed to industry consolidation, arguing that the collapse of carriers like Jet Airways and Go First, combined with the Tata Group's merger of Air India, Vistara, and AirAsia



India, has dangerously centralised the market.

Congress spokesperson Pawan Khera highlighted the stark figures that define the duopoly, which accounts for roughly 90 per cent of the domestic market.

"92% of the share in our airline sector is in the hands of just two companies - Indigo and Tata," Khera observed. He used an analogy to criticise the overall governance model: "Two people will run the party / Two people will run the government / Two people will run the business. So this is what will happen, which is what's occurring."

While IndiGo attributed the mass cancellations to a combination of weather, minor technical glitches, and the full implementation of updated Flight Duty Time Limitation (FDTL) rules — which mandate increased rest for pilots — analysts suggest the new safety norms simply exposed an existing structural weakness.

Pilot federations have independently blamed IndiGo's "prolonged and unorthodox lean manpower strategy," arguing the airline failed to prepare adequately for the stricter safety-focused rostering rules despite having a two-year preparatory window.

The Congress leaders demanded immediate action and accountability from the Ministry of Civil Aviation, stressing that the crisis was not a minor hiccup but a "Government-approved systemic failure".



Corporate Communications Directorate

THE STATESMAN

KOLKATA

5 DECEMBER 2025

Indigo cancels over 550 flights, airports in chaos for third day

DEEPSHIKHA VERMA
New Delhi, 4 December

Domestic airline IndiGo on Thursday cancelled more than 550 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 hundreds 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 1 November has 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 550 IndiGo flights were cancelled on Thursday as chaos continued at major airports across India, with thousands of fliers affected. On Wednesday, IndiGo cancelled around 200 flights.

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

550 cancellations on Day 3, more in store

Off-guard IndiGo grounds India

AMIYA KUMAR
KUSHWAHA

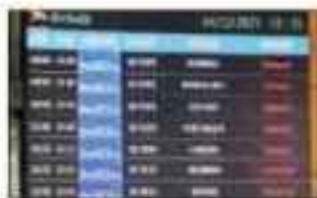
New Delhi: At least 550 IndiGo flights were cancelled and hundreds delayed on Thursday, the third straight day of disruptions, plunging airports into chaos and flooding social media with passenger complaints.

The airline told aviation regulator DGCA that the disruptions would continue for another two or three days.

Many fliers bristled at being forced to miss important engagements; one alleged that after a nine-hour delay, "at the last moment you guys cancelled" the flight.

A third said that airports had run out of chairs, and passengers were sitting on newspaper sheets spread out on the floor.

Pilots' bodies pinned the mayhem on the IndiGo management, saying the country's biggest airline had failed to plan its rosters in advance



A screen at Calcutta airport on Thursday shows delayed and cancelled IndiGo flights. (Bhushan Dutta)

to deal with the shorter duty times and increased rest for aircrew enforced by the DGCA.

IndiGo, while acknowledging the new rules as a factor, also blamed issues such as technical glitches, flight congestion and poor weather.

Confusion prevailed at IndiGo counters at major airports including Delhi, Calcutta, Mumbai, Bengaluru and Hyderabad, with passengers alleging lack of communication. Some travellers chanted slogans against the airline at the Lucknow and Pune airports.

CONTINUED ON PAGE 4

Caught off guard, IndiGo grounds India

► FROM PAGE 1

Sources said at least 150 flights had been cancelled at Delhi airport, 85 at Mumbai, 70 at Hyderabad and 50 at Bengaluru.

Over 200 IndiGo flights across the country had been cancelled on Wednesday — with another 1,600 delayed — and over 100 were cancelled on Tuesday.

The airline's On-Time Performance — a measure expected to be around at least 80 per cent during normal times — was 35 per cent on Tuesday and 19.7 per cent for almost half of Wednesday.

IndiGo CEO Pieter Elbers said the airline's immediate goal was to normalise operations and bring punctuality back on track, "which is not an easy target".

Pilots' bodies accused IndiGo of having continued its lean-manpower strategy despite knowing that revised Flight Duty Time Limitations

(FDTL) rules, aimed at reducing pilot and cabin crew fatigue, would kick in from November 1.

Some suggested the chaos might be a deliberate ploy to pressure the aviation regulator to roll back the new rules.

IndiGo witnessed 1,232 flight cancellations in November — with government data saying 755 of these owed to crew shortage arising out of the new FDTL rules — while other airlines were not similarly affected. IndiGo has provided no clear answers on why the problem has escalated in December.

The airline — which has a fleet of 400-odd aircraft and operates around 2,300 daily flights, connecting 90 domestic and 45 international destinations — employs over 5,000 pilots and 10,000 cabin crew members.

After a meeting with IndiGo officials on Thursday, the DGCA said it would continue to monitor the airline's network performance, res-

toration efforts and passenger-handling measures over the coming week.

IndiGo told the regulator that from December 8, it would reduce its flight operations to minimise disruptions.

The DGCA asked the airline to submit a road map on projected crew recruitment in relation to the induction of aircraft. IndiGo must submit a detailed progress report every 15 days, covering operational improvements, crew availability and roster stability.

Further, the DGCA asked the airline to submit for a review the FDTL relaxations it needs to normalise flight operations.

Civil aviation minister K. Ram Mohan Naidu asked all airports to provide support to the stranded passengers, and directed the DGCA to monitor the airfares during the flight delays and cancellations. He asked IndiGo to proactively inform passengers of likely flight cancellations in advance.

Late on Thursday night,

IndiGo issued a statement expressing its "heartfelt apology to all our customers and stakeholders".

After the rollout of Phase I of the new FDTL rules on July 1 this year, IndiGo had reduced pilot leave quotas, the Federation of Indian Pilots alleged. After Phase II kicked in on November 1, the airline had attempted to buy back pilot leave, it added.

"There are growing concerns that flight delays and cancellations may be used as an 'immature pressure tactic' to arm-twist regulators whenever rules do not suit airlines, instead of engaging in introspection and constructive compliance..." it added.

The Airline Pilots' Association India urged the DGCA to consider, while granting slots to an airline and approving its schedules, whether it had enough pilots available.

In a message to staff about the disruptions, Elbers, the IndiGo CEO, said: "We serve

close to 300,000 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."

Passengers' woes

In a post on X, a passenger wrote: "My flight 6E-2155 has been revised at the last minute, ruining plans for a crucial family wedding. No morning option from BOM (Mumbai) and chat support not helping..."

Another wrote: "I was blindly trusting you guys, and you guys kept on delaying the flight. The flight was delayed by 6hrs and at the last moment you guys cancelled it. Pathetic service. Never booking IndiGo again, telling my friends and family the same. Horrible service from you guys."

IndiGo, which commands 60 per cent of the Indian market, saw its shares fall 3.4 per cent on Thursday and was now down 6 per cent for the week, Reuters reported.

Govt: Putting rule on hold in flyers' interest, won't compromise safety

TIMES NEWS NETWORK

New Delhi: Putting on hold Friday its orders meant to ensure that pilots are not fatigued, thereby boosting flight safety, govt said the move will not compromise on safety of passengers. "This decision has been taken solely in the interest of passengers, especially senior citizens, students, patients and others who rely on timely air travel for essential needs... taken urgent measures to address the ongoing disruption in flight schedules, particularly those of IndiGo," Union aviation minister Ram Mohan Naidu said.

DGCA has constituted a four-member committee headed by a joint DG for a "comprehensive review and assessment of circumstances leading to operational disruption of IndiGo. Committee will identify accountabilities for failure and adequacy of subsequent mitigation measures being taken by IndiGo," a govt statement said.

Aviation authorities say all possible steps are being taken to stabilise IndiGo



Passengers wait outside Mumbai airport's Terminal 1 after several IndiGo flights were cancelled on Friday

operations at the earliest. DGCA has offered its Airbus A320-type-rated flight operations inspectors (FOIs) to operate flights for IndiGo in an attempt to help the airline recover from its lowest operational point in over 19 years of existence. "FOIs operate a flight every month (to keep their licences valid). We have made this offer to IndiGo, they did not ask for it, to help it get back on its feet as quickly as possible," said sources.

A significant number of pilots for IndiGo and for some other Indian carriers are upset at losing their hard-earned right to a more humane roster. "Airlines treat us as mere cost-cutting items in their income and expenditure statements during their good days. When it fell on bad days last month, we helped as much as working at 120%. But that could not have gone on indefinitely as we remember how they treat us,"

said many senior pilots.

Sensing the simmering discontent, Naidu held meetings over video links with some pilot bodies and assured them that the exemption from the new FDTL was temporary. DGCA chief Faiz Ahmed Kidwai issued an appeal to pilots' associations as the aviation sector is under "significant stress".

"As we now approach fog season, peak holiday period, and marriage travel season, it is crucial that the industry prepares for even greater operational challenges. Passenger volumes are expected to rise sharply, and weather-related impacts may further complicate scheduling and flight safety. Given this situation, we earnestly request full cooperation of all pilot bodies, associations, and pilots across India," Ahmed's letter says.

IndiGo CEO Pieter Elbers issued a video statement saying normalcy could return between Dec 10 and 15, while admitting the crisis had "shaken customers' belief in IndiGo's reliability, built over the last 19 years".

IndiGo m-cap wiped out by nearly ₹20k cr

Mumbai: The week-long flight operation disruptions in IndiGo has wiped out nearly Rs 20,000 crore worth of market value for Interglobe Aviations, the company that runs the airline. In past one week, the stock has fallen nearly 9% to Rs 5,371 on BSE at Friday's close with the airlines major's current market cap at nearly Rs 2.1 lakh crore now.

From its Nov 28 close at Rs 5,904 on BSE, the stock had fallen to an intra-day low of Rs 5,296 during Friday's session. However, after DGCA allowed the airlines some temporary leeway with crew management rules, the stock recovered some ground to close at Rs 5,371, market players said.

While IndiGo's stock suffered due to the ongoing crisis, the stock price of SpiceJet, one of its smaller competitors, gained. Friday SpiceJet stock price rallied 2.5% on BSE to close at Rs 31. 748



Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

6 DECEMBER 2025

Exemptions will put safety at risk, says pilots' body

TIMES NEWS NETWORK

Mumbai: Hours after govt relaxed key provisions of the new duty-and-rest norms to help IndiGo stabilise its pilot roster and flight operations, the Indian pilot community criticised the civil aviation regulator, demanding that the said dispensations be withdrawn immediately.

The relaxations now allow IndiGo to roster its pilots for longer duty hours than permitted under Phase II of revised Flight Duty Time Limitations (FDTL) norms, which came into effect on Nov 1 after a preparatory period of about two years. FDTL norms are mandatory regulatory limits that define the maximum duty hours and minimum rest periods that should be factored in when rostering pilots for duty so as to keep crew fatigue under

IndiGo had nearly two years to prepare for the Nov 1 implementation of Phase II of revised duty and rest rules for pilot rostering, it said

check and maintain operational safety. Each country formulates its own FDTL based on specific operational realities and scientific studies.

In a strongly worded letter to DGCA, Airline Pilots' Association of India (ALPA) said selective exemptions compromise safety and undermine the intent of the rules. The union also sought a probe into what it termed an "artificial pilot-shortage narrative" created by IndiGo, punitive action against the airline's accountable management, and full enforcement of Phase II of the FDTL without exemptions. Airlines in India adopted Phase II of FDTL on Nov 1.

The dispensations have destroyed regulatory parity, undermined public trust in DGCA's neutrality, compromised scientifically established fatigue protections, and placed millions of passengers at heightened

risk, said ALPA. Aviation safety expert Capt Amit Singh said the changes bypass the established procedure for exemptions. "These are ad hoc changes. There was no pilot representation before these changes were made," he said, adding that exemptions must follow safety risk assessments in line with International Civil Aviation Organisation norms.

Meanwhile, ALPA's strongest objection pertained to changes in night operations; relaxation of the definition of night (midnight to 5am was extended in the new FDTL to midnight to 6am) and doubling of permitted landings "encroaching night" — the return to the 5am definition means that a pilot rostered for, say, 5:30am, will not be considered as flying night operations — from two to four, contradicting the revised FDTL and "fundamentally diluting" fatigue protections.

DGCA has effectively acknowledged that IndiGo pilots will now fly with reduced rest and increased fatigue, placing passengers at higher risk, it said. It referred to a Nov 24 meeting ALPA had with DGCA in which it was "unequivocally agreed" that no dispensation, exemption or variation, especially for commercial reasons, would be granted to any operator. "FDTL norms exist solely to safeguard human life, and any dilution would expose pilots, passengers, and aircraft to unacceptable risks," it said.

The association questioned why widespread disruptions surfaced 35 days after Phase II came into force. IndiGo had nearly two years to prepare for the Nov 1 implementation of Phase II of revised duty and rest rules for pilot rostering. "These events raise serious concerns that an artificial crisis was engineered to exert pressure on govt for commercial gain under the pretext of public inconvenience."

ALPA warned that if the dispensations are not revoked, DGCA, and not pilots, must bear responsibility for any fatigue-related incident arising from the relaxations.

Mass IndiGo cancellations see rival airline fares soar

Times News Network

New Delhi: Mass flight cancellations by IndiGo have sent fares on competing airlines soaring as passengers scramble for alternatives on routes dominated by India's largest carrier.

One-way economy tickets for Sunday on Delhi-Mumbai sector range from Rs 21,377 to Rs 28,000 across airlines other than IndiGo. Bengaluru-Kolkata tickets cost between Rs 20,000 and Rs 23,000 each while Chennai-Delhi seats are priced around Rs 21,000.

IndiGo, which holds 64% of India's domestic market share, has told passengers it expects to resume normal operations between Dec 10 and 11. Seats on available IndiGo flights scheduled for the next several days cost roughly half the price of competitors due to the uncertainty caused by operational disruptions.

The remaining airlines — Air India, Air India Express, SpiceJet and Akasa Air — collectively control 36% of domestic capacity. When passengers avoid IndiGo and concentrate demand on this smaller pool of seats, fares invariably increase based on supply constraints. Regional routes show even sharper increases. Udaipur-Delhi one-way economy tickets for Sunday cost between Rs 15,267 and Rs 26,400 on non-IndiGo carriers. Udaipur-Mumbai fares range from Rs 24,000 to Rs 35,000.

Mahima Shukla, a Delhi-based CA, flew to Udaipur Friday by Air India Express and was to return Sunday on an IndiGo flight. "I am trying to cancel that ticket as I have to be in office Monday. Udaipur-Delhi on other airlines costs upwards of Rs 21,000. This is a double-whammy," she said.

A Delhi-based businessman termed the crisis "possibly the worst phase in Indian aviation in many years." "While fares are skyrocketing, our confidence levels have nosedived," he said.

SPECIAL TRAINS TO CLEAR RUSH

04462/04459: New Delhi-Howrah-New Delhi **Reserved Special Express**
Number of trips: 2
(NDLS-HWH on Dec 6, HWH-NDLS on Dec 8)

04462/04461: Delhi Sarai Rohilla-Sabarnati **Reserved Special Express**
Trips: 2 (DEE-SRB on Dec 6, SRB-DEE on Dec 7)

04460: Hazrat Nizamuddin-Thiruvananthapuram **Reserved Superfast Special Express**
Trip: 1 (NZM-TVN on Dec 6)

04462/04461: New Delhi-Mumbai Central-New Delhi **Reserved Superfast Special Express**
Trips: 2 (NDLS-MMCT on Dec 6, MMCT-NDLS on Dec 7)

02435/02440: New Delhi-Udhampur-New Delhi **Reserved Vande Bharat Special Express**
Trips: 2 (NDLS-MCTM on Dec 6, MCTM-NDLS on Dec 6)



Chaos at IndiGo check-in counters, passengers seek better info mgmt

Saurabh Sinha
@timesofindia.com

New Delhi: Indira Gandhi International Airport is a scene of complete chaos these days. Serpentine queues can be seen near check-in counters. Once the security is cleared, passengers head to information desk where IndiGo staffers are stationed. Since the hapless staffers themselves have no clue, they can't tell anything. Passengers get agitated and do sloganeering — basically chant their flight number. CISF security personnel are near the IndiGo staffers to ensure they do not come in harm's way.

The same scene is repeated at boarding gates. On Friday morning, this reporter saw angry passengers venting their ire at IndiGo staffers at the gates as there was no sign of boarding even after long waits.

"*Jahan bhi zor ki ladai ki aawaaz aati hain, wahin ham bhaag ke jaate hain. Poora jang ka maidan ban gaya hai kuch donon se.* (We rush wherever a fight breaks out. The airport has become a war zone in past few days," said a security official at the Delhi airport Terminal 1 — which is the primary domestic hub for IndiGo and the worst hit by the airline's disruptions.

The scenes at major hubs like Bengaluru, Mumbai and



GROUNDING: Even children had to bear the brunt

Hyderabad are no different.

On Thursday, DGCA found "IndiGo's passenger-handling manpower was inadequate to manage disruption-induced crowding."

At 7 am on Friday there was a row of IndiGo planes attached to aerobridges — a

strange sight as this is the time they would otherwise be getting ready to fly out of Delhi.

Baggage management has also been affected.

Aviation experts wonder how authorities allowed the airline to increase its flights without checking its overall

preparedness. "If an airline is broke, one can understand. But for a cash-rich airline to do so; it is either poor planning or just plain negligence," said a senior pilot.

Passengers are bearing the brunt. "Those who booked via IndiGo app got a WhatsApp message and a mail saying flight cancelled and a PLAN B link for either rebooking or refund. On Tuesday night, the link was not working and neither was the call centre. Cancelled flights were and are being shown 'on time' on IndiGo app. For such a successful airline, it's a bit shocking that their digital services are so broken," said a frequent flyer.

"Aviation authorities need to immediately ensure that if a flight is cancelled, the information is sent to passengers in advance so that they don't come to airports."

Issuing an apology on 'X', IndiGo said, "We will ensure that all refunds for your cancellations will be processed automatically to your original mode of payment. We will offer a full waiver on all cancellations/reschedule requests of your bookings for travel between 5 December 2025 to 15 December 2025... Kindly check the flight status on our website and the notifications sent to you. Please do not come to the airport if your flight is cancelled..."

IndiGo chaos forces govt to put safety rule on hold

Norms Had Sought To Limit Duty Hours For Pilots

Times News Network

New Delhi: Govt has put on hold the new flight duty time limitation (FDTL) norms for pilots with "immediate effect or now" and expects normalcy in IndiGo operations to be restored by Dec 15.

The aviation ministry's decision came Friday when over 1,000 IndiGo flights — more than half its schedule — were cancelled, with none operating from Delhi, wreaking havoc on plans of lakhs of fliers. IndiGo is offering full waiver on cancellation/reschedule requests on travel from Dec 5 to 15. On Saturday, less than 1,000 flights are likely to be cancelled. The number will gradually fall.

On Thursday — when its on-time performance touched its nadir at 8.5% — IndiGo had sought exemption

FULL COVERAGE: P 4, 28
EDIT: Passenger Hostage

from certain norms, such as the cap on number of night landings a pilot can make between midnight and 6am, to restore normalcy in Airbus A320 operations by Feb 30, 2026. Since that was a long way off, govt put Directorate General of Civil Aviation's FDTL orders in abeyance.

No laxity on safety', P 28

OVER 1,000 FLIGHTS CANCELLED



Stranded passengers search for their luggage in Bengaluru airport. IndiGo cancelled more than half its total scheduled flights on Friday.

Serious concern that artificial crisis was engineered, writes pilots' body

The pilot community slammed DGCA for retracting key provisions of the new duty-and-rest norms, demanding they be restored immediately. In a letter to DGCA, Airline Pilots' Association of India said selective exemptions compromise safety.

"These events raise serious concerns that an artificial crisis was engineered to exert pressure on govt for commercial gain under the pretext of public inconvenience," said the letter. The union demanded punitive action against the airline's management as well as full enforcement of Phase II of FDTL. ALPA's strongest objection was to changes in night operations; relaxation of the definition of night (midnight to 6am) was extended in the new FDTL, to midnight to 6am) and doubling of permitted landings "encroaching night". P 28

₹39k for Del-Mum as fares take off

Fares on other airlines have soared. One-way economy tickets for Sunday on Delhi-Mumbai sector ranged from Rs 21,577 to Rs 39,000 while B'uru-Kolkata tickets cost Rs 20,000-21,000 and Chennai-Delhi around Rs 21,000. P 28

Bride, groom attend reception online

A techie couple who got hitched recently in Bhubaneswar appeared online for their wedding reception in the bride's Karnataka hometown Hubballi after a last-minute cancellation of their IndiGo flight. P 28



Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

6 DECEMBER 2025

Passenger As Hostage

GOI please note: IndiGo broke your rules, got away

The battle over India's pilot duty rules this week ended with civil aviation ministry giving in. Although the ministry on Friday evening termed its decision to place FDTL – flight duty time limitations – rules in abeyance as “solely in the interest of passengers”, it was also making a virtue of necessity. For, what else could it have done when thousands of passengers were stranded at airports, and IndiGo, the country's biggest airline, declared it had

**CANCELLED
CANCELLED
CANCELLED
CANCELLED
CANCELLED
CANCELLED**

no quick fix for the problem?

In fact, what played out at airports over the past four days was more hostage crisis than battle. IndiGo practically held a gun to aviation authority DGCA's head by cancelling hundreds of flights daily and precipitating a crisis that saw one-way Kolkata-Bengaluru economy fares touch ₹1 lakh. The reason it could do so was simply its outsized market share. IndiGo alone has more than 60% of India's aviation market. Contrast that with China, where the top three airlines *together* have less than 60%. And in US, the most evolved aviation market, the top four have about 75%, but none of them alone approaches 25%.

Indian aviation is practically a duopoly, with the top two having over 90% share. For govt to direct or discipline them isn't easy. The FDTL rules it announced in Jan 2024 were well-intentioned, and aimed at “addressing pilot fatigue, (and) enhancing overall flight safety” by ensuring pilots got adequate rest. June 1, 2024 was the compliance date, but it got pushed back to Nov 1, 2025, and even then – 17 months later – IndiGo wasn't ready. The closest analogue we can think of is real estate builders, who are infamous for delaying house possession by years.

Govt expects flight operations to normalise in three days, and they might, but what will also get normalised is impunity – despite the “high-level inquiry” that's been ordered. Pilots have cried foul. They say major airlines made no effort to recruit more hands in preparation for the FDTL deadline. In fact, no entry-level co-pilots have been hired this year. This disdain for rules, pilots and customers won't ebb without more competition in the sector. Once operations return to normal, govt should turn its attention to that.

IndiGo crisis sends air fares through roof

**Niyati Parikh |
Himanshu Kaushik | TNN**

Ahmedabad: When IndiGo's network went into a tailspin on Wednesday, it didn't just throw flight schedules haywire — it sent fares soaring to eye-watering levels. Ahmedabad passengers were left scrambling for options that suddenly cost double or even triple the usual price. For some, the routine Mumbai-Ahmedabad sector briefly touched Rs 23,000, while Delhi-Ahmedabad climbed to around Rs 34,000.

Sources at Sardar Vallabhbhai Patel International (SVPI) airport confirmed that 48 IndiGo flights, including 27 arrivals and 21 departures, were heavily delayed till 9pm on Thursday. In addition, 14 flights were cancelled.

Chartered accountant Hiren Shah, arriving from the US, faced a travel nightmare in Mumbai. Landing at 1 am for a 4:30 am IndiGo flight home, he was "trapped in a loop of 'delayed by an hour' announcements" until 10 am.

"I finally boarded around 7pm, took off past 8pm and reached Ahmedabad close to 9pm, exhausted after hours without rest," Shah said.



48 flights were delayed until 9pm on Thursday, 14 were cancelled

But his ordeal was far from over. "My bags didn't arrive. One surfaced at 10.30pm on Wednesday, causing me to reach home by 11 pm — some 22 hours after I landed. The second, despite repeated assurances that it would reach me on Thursday morning, never arrived. I tried booking another flight, only to find the few available options priced around Rs 40,000, forcing me to stay put," he added.

Terminals overflowed with passengers, queues at helpdesks stretched endlessly and rebooking windows were slim to non-existent. Sources told TOI that operations of other airlines were also affected due to rotational delays triggered by IndiGo's disrup-

tions. Dinesh Shah, a businessman travelling from Mumbai with his partners, got the message that the flight was cancelled on arrival at the airport. They had crucial meetings in Ahmedabad the next morning. "With no flights available and fares skyrocketing to Rs 17,000 per ticket for a 6am flight, we resorted to hiring a cab. A friend arranged for the vehicle, and the journey cost us Rs 35,000 for four people."

Bhagirath Suthar (name changed) said, "My flight from Delhi to Ahmedabad was cancelled without warning. The next available option was priced at Rs 23,000. I flew to Jodhpur, then to Ahmedabad, spending Rs 14,000 for a trip that costs just a fraction of that," he said. Travel industry player Virendra Shah said, "The ripple effect was unprecedented. People missed connections. Last-minute fares doubled or tripled. Delhi-Ahmedabad was around Rs 25,000, Mumbai-Ahmedabad even higher." An IndiGo spokesperson said, "Our teams are working diligently, with MOCA, DGCA, BCAS, AAI and airport operators, to restore normalcy at the earliest. We are keeping customers informed of changes and urge them to check our website before heading to the airport."

Madinah-Hyd flight lands in city after bomb scare

Ahmedabad: An IndiGo flight from Madinah to Hyderabad made an emergency landing at SVPI airport around noon on Thursday, following a suspected bomb threat.

According to initial information, the crew received a message mid-air claiming that an explosive device was onboard. The pilot alerted air traffic control and the aircraft was diverted to Ahmedabad. The flight was carrying over 180 passengers along with six crew members, according to sources.

After all passengers were deplaned, teams from the bomb detection and disposal squad, CISF, city police and airport security cordoned off the area. The aircraft was towed to the isolation bay, sources said.

ACP (Zone-G) V N Yadav said, "The aircraft was inspected and nothing suspicious was found. We realised the threat was a hoax call. A complaint will be filed in Hyderabad." Till 7pm on Thursday, the flight had not departed for Hyderabad, said sources. "Necessary arrangements were made for the passengers," said an airline source.

**AIR TRAVEL
NIGHTMARE**

118 IndiGo flights cancelled in city; emergency flyers worst hit

TIMES NEWS NETWORK

Mumbai: For the third day in a row, IndiGo left thousands of passengers stranded at check-in counters and boarding gates across the country for hours on end with no updates on their flight status. At the Mumbai airport, IndiGo cancelled 118 flights on Thursday, and most of its departures ran late by 2-3 hours or more. The worst hit were passengers who bought expensive air tickets on Thursday for emergency travel the same day, only to find themselves stranded at the airport for hours. Ticket prices shot up due to massive cancellations.

"The cancellations included 74 departures and 44 arrivals," said an aviation source. With IndiGo cornering 65% of the domestic market share, the effect of its large-scale disruption was plainly visible on the airfares. The cheapest one-way fare to fly on the same day from Mumbai to Delhi was priced at Rs 23,000, which was cheaper than the fares to fly to the other metros. By afternoon, no tickets were available on direct flights from Mumbai to Goa (both airports), Ahmedabad,



Kochi, Thiruvananthapuram, etc.

"My mother-in-law passed away this morning, and we booked Mumbai to Thiruvananthapuram tickets soon after, paying Rs 40,000 for two one-way tickets to attend the funeral. The flight was to depart at 4:15 pm, but it's 8 pm now, and we're still at the boarding gate with no IndiGo

staffer around, its customer care number not reachable, and no information on our flight status," said Gopan Nair, booked on 6E 490.

He added that the boarding gate area was packed with passengers booked to fly to Guwahati, Kolkata, Jaipur, Delhi, and Kochi.

"We have no idea how long to wait, what to do. The fune-

ral was postponed to allow us to attend, but we're stuck here," he said.

Capt Amit Singh, an air safety expert, said: "Winter schedules are planned months ahead. IndiGo ought to have resolved its crew-shortage issues before seeking approval, rather than putting the travelling public through this. It is wilful negligence."

This year, the airline's winter schedule runs from Oct 26 to March 28, 2026. The airline was battling with pilot rostering troubles since Nov 1 when the second phase of revised FDTL (Flight Duty and Time Limitation) came into effect; the norms that dictate the maximum duty and minimum rest to be given to pilots for safe flight operations. The revised FDTL came into effect after several missed deadlines. Earlier, the DGCA set a July 1, 2024, deadline for the revised FDTL implementation, but after airlines sought time, they were given over a year to recruit more pilots and get the systems in place.

The airline did not issue a media statement nor did it post any updates on social media platforms.

Centre sets up panel to probe IndiGo meltdown, freezes fatigue guidelines

SHEKHAR SINHA
NEW DELHI

NEW DELHI, DECEMBER 5 The Ministry of Civil Aviation on Friday suspended the DGCA's new Flight Duty Time Limitations (FDTL) order with immediate effect citing "the interest of passengers" and set up a four-member inquiry committee to investigate IndiGo's operational collapse.

The abeyance came as chaos unfolded across airports nationwide, with thousands of passengers stranded after IndiGo cancelled more than 1,000 flights for the day.

Airports in Delhi, Chennai, Mumbai, Bengaluru, Hyderabad, Patna, Goa and Chandigarh among others witnessed long queues and overcrowded terminals with angry travellers demanding refunds or alternative arrangements as the ground staff struggled to manage the chaos. Delhi and Chennai halted all departures till midnight after IndiGo's disruptions cascaded through the day.

The ministry said schedules were expected to stabilise by Saturday and normalise within three days. It directed the airlines to offer automatic refunds, hotel accommodation, lounge access, assistance to senior citizens and persons with disabilities, and ensure refreshments and essential services for all stranded travellers. A 2007 control room has been activated to coordinate corrective measures.

IndiGo's operations — nor-

Flyers livid as over 1,000 flights cancelled



Stranded passengers engage in heated arguments with IndiGo officials at Swami Vivekananda Airport in Patna, Chandigarh, on Friday.

FULL RESTORATION LIKELY IN THREE DAYS

Steps such as keeping new flight duty norms in abeyance will help address IndiGo flight disruptions; full restoration of services likely in three days. **K Ranjith Naidu, IAS, AIR FORCE RETIRED**

AIRLINE CEO APOLOGISES FOR CHAOS

IndiGo CEO Peter Elbert, in a video message, apologised to the passengers and acknowledged that Friday had been "the most severely impacted", saying the disruptions were

the result of "various causes". He said the flights were cancelled deliberately "to align the crew and planes to be where they need to start afresh on Saturday morning".

more than 2,000 flights a day — were hit the hardest on Friday with more than 1,000 cancellations. CEO Peter Elbert, in a video message, apologised to the passengers and acknowledged that Friday had been "the most severely impacted", saying the disruptions were the result of "vari-

ous causes". He said the flights were cancelled deliberately "to align the crew and planes to be where they need to start afresh on Saturday morning". Elbert said the cancellations on Saturday were expected to fall below 1,000 and full normalisation was

Rahul hits out at govt, blames its 'monopoly model' for breakdown

TRIBUNE NEWS SERVICE

NEW DELHI, DECEMBER 5

A full-blown political storm erupted on Friday over 1,000 IndiGo flights were cancelled across the country, leaving passengers stranded without basic amenities and fuel shortages overnight.

The Opposition alleged that the government's "match-fixing monopoly model" had pushed India's largest airline into a state of collapse.

Says country deserves fair competition

Congress leader Rahul Gandhi said, "India deserves fair competition, not a market built for a few. The current crisis is the cost of this government's monopoly model and a natural outcome of a system crafted to protect a handful of corporate interests."

Party spokesperson Pawan Khera also weighed in, saying the chaos at airports was the direct consequence of the government allowing the sector to slip into a monopoly or duopoly. He said while the government once promised that people wearing slippers would board planes, the reality today was that shoes and slippers were being exchanged

Centre sets up panel...

anticipated only between December 10 and 16, given the complexity of IndiGo's network. The DGCA ruled back, with immediate effect, a core provision of the new fatigue rules that barred the airlines from treating a pilot's leave as a substitute for the mandatory weekly rest. This clause, part of the first FDTL phase implemented on July 1, has been withdrawn "in view of the ongoing operational disruptions" and following representations from airlines seeking continuity and stability.

The change means the airlines no longer have to differentiate between leave and weekly rest while drafting rosters. A pilot taking 48 hours of earned leave will now be considered to have completed weekly rest, an adjustment a pilots' union said weakened restorative-rest norms and "favours operators".

"It's confusing as to how the whole FDTL, civil aviation requirements (CAR) are held

in abeyance. Very strange as the Federation of Indian Pilots (FIP) had objected to dispensations by the DGCA on the CAR..." said CS Buralhawa, president of the FIP.

Along with this rollback, the DGCA offered a temporary exemption for night-time operations till February 10, subject to a 15-day review cycle and a requirement that the airlines present a 30-day roadmap to return to full compliance.

ALPA India, representing IndiGo's cockpit crew, accused the regulator of making "layered, selective and unsafe concessions" that "directly endanger safety". It alleged that passengers travelling on IndiGo were now exposed to a lower level of fatigue protection than those on other carriers. "Aviation safety norms cannot differ from airline to airline based on commercial interest," the union said in its letter to the DGCA.

Rahul slams govt, blames its 'monopoly'...

FROM PAGE 1

between passengers and the IndiGo staff amid the spiralling disruption. Khera accused the Centre of handing the country's airline sector to a concentrated corporate grouping.

"When two people will run the party, two will run the government, and two will run the business, this is what will happen," he said, adding that 90 per cent of the aviation market was now being controlled by IndiGo and Tata-owned airlines.

He alleged that the government had tossed down before

them, forcing the withdrawal of the new passenger safety guidelines under pressure from operators.

Inside Parliament, the chaos grew louder as Congress MP Prasad Tiwari raised the issue of mass cancellation of flights during zero hour in the Rajya Sabha, calling it a matter of propriety after "over 800 flights vanished from the schedule without explanation".

Shri Sena (UBT) MP Priyanka Chaturvedi said she had submitted a "calling attention" notice, but received

no clear response from the ministry. Congress leader Priyanka Gandhi Vadra reinforced the monopoly charge, saying the country had been reduced to a system where "most things belong to a few people". She added that this was unhealthy for both economy and democracy.

"The government has been reduced to a hapless joke as lakhs of passengers suffer by flight cancellations and unimaginable airfares in the midst of marriage/holiday season," said Congress MP Randeep Surjewala.

