



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

# Corporate Communications Directorate

FINANCIAL EXPRESS

DELHI

10 NOVEMBER 2025

## AAI to take charge of Naini Saini airport



THE AIRPORTS  
AUTHORITY of  
India (AAI) and  
the Uttarakhand  
government on Sunday  
signed a memorandum of  
understanding for the  
acquisition of Naini Saini  
Airport, reports **PTL**



## Corporate Communications Directorate

GREATER KASHMIR

SRINAGAR

8 NOVEMBER 2025

### Delhi airport's air traffic control faces tech issues; Over 800 flights face delays

**Press Trust of India**  
New Delhi, Nov 7

Delhi airport, the country's busiest airport, plunged into chaos on Friday as more than 800 domestic as well as international flights were delayed due to technical problems with the air traffic control system, sources said.

All airline operations at the airport have been impacted and authorities are working to fix the issues. The sources said airlines have cancelled at least around 20 flights. IndiGo, Air India, Air India Express, SpiceJet, and Akasa Air said there are delays in their flights at the Delhi airport due to the issues with the air traffic control system. The national capital's Indira Gandhi International Airport (IGIA), the country's busiest airport, handles more than 1,500 flight movements daily. Airports Authority of India (AAI), in a post on X at 10:08 am, said flight operations at the Delhi airport are facing delays due to a technical issue in the Automatic Message Switching System (AMSS), which supports air traffic control data. The state-owned AAI, which provides air traffic control and navigation

services, said technical teams are working to restore the system at the earliest. The sources said the air traffic control system had faced issues intermittently in the last two days and the technical issue started to impact the system significantly from around 5.45 am. "All airline operations at Delhi Airport are currently delayed. Concerned authorities are working on resolving the issue at the earliest," Delhi airport operator DIAL said in a post on X at 1:42 pm.

DIAL (Delhi International Airport Ltd) also said flight operations have been disrupted due to an ongoing technical issue with the AMSS that supports air traffic control flight planning process.

Information available on flight tracking website Flightradar24.com showed that over 800 flights have been delayed at the airport and the delay for departing flights is around 50 minutes at the Delhi airport. The count of flights include arrivals as well as departures. According to the sources, there were long queues near boarding gates and hundreds of passengers were waiting inside the airport terminals for flight updates.



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# Corporate Communications Directorate

MILLANIUM POST

DELHI

10 NOVEMBER 2025

## U'khand: AAI set to take over Naini Saini Airport

**DEHRADUN:** The Airports Authority of India (AAI) and the Uttarakhand government on Sunday signed a Memorandum of Understanding for the acquisition of Naini Saini Airport in the presence of Prime Minister Narendra Modi.

According to officials, the "historic" agreement is a step towards providing smooth, safe, and sustainable air connectivity to the mountainous region of Uttarakhand.

Located in Pithoragarh district, Naini Saini Airport spans approximately 70 acres and has a terminal building capable of handling 40 passengers during peak hours. The airport apron can also accommodate two aircraft at a time.

The AAI will undertake the upgradation of the airport's infrastructure and streamlining of operational standards, officials said.

MPOST



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**AIRPORTS AUTHORITY OF INDIA**

# Corporate Communications Directorate

PIONEER

DELHI

10 NOVEMBER 2025

## AAI to assume control of Naini Saini Airport in PM's presence

The Airports Authority of India (AAI), the Uttarakhand Government on Sunday signed a Memorandum of Understanding for the acquisition of Naini Saini Airport in the presence of Prime Minister Narendra Modi. According to officials, the "historic" agreement is a step towards providing smooth, safe, and sustainable air connectivity to the mountainous region of Uttarakhand.





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## **Corporate Communications Directorate**

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STATESMEN

KOLKATA

9 NOVEMBER 2025

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### **AAI resolves technical issue at IGI airport, New Delhi**

The Airports Authority of India (AAI) successfully resolved a technical issue in the Automatic Message Switching System (AMSS) at Indira Gandhi International Airport, New Delhi, which had affected flight plan message processing since November 6, 2025. An urgent review led by Secretary Shri Samir Kumar

Sinha and AAI Chairman Shri Vipin Kumar identified and rectified the problem. AMSS has now returned to normal operation, with minor delays due to backlogged data expected to clear shortly. AAI expressed regret for any inconvenience and reaffirmed its commitment to operational safety and reliability.



## Corporate Communications Directorate

TIMES OF INDIA

DELHI

10 NOVEMBER 2025

# IGI glitch: Air traffic managers push for upgrade

**Saurabh.Sinha**

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**New Delhi:** The Air Traffic Safety Electronic Personnel Association-India has urged the aviation authorities to undertake “immediate communications, navigation and surveillance (CNS) modernisation across major airports, with priority funding”. It also insisted that Airports Authority of India (AAI) be directed to “incorporate CNS engineers’ recommendations while procuring or up-

grading operational systems”.

The association, which represents air traffic management (ATM) professionals in the country, said there was a “critical need to prioritise CNS modernisation and correct systemic imbalances in ATM”.

Referring to the recent shutdown of the “automatic message switching system” (AMSS) at the Delhi air traffic control (ATC), the association’s office-bearer, Yogendra Gautam, has written to the Union aviation minister, the secretary and AAI

that the crisis originated from “outdated systems such as AMSS that lack redundancy and modern capability”. AMSS is used by the airlines to file flight plans.

“The recent operational disruptions at Delhi airport have once again highlighted a longstanding and serious concern repeatedly raised by ATSEPA-India: the neglect of CNS infrastructure and the continuous sidelining of technical inputs provided by CNS engineers to the AAI leadership,” it emphasised. De-

spite early warnings, proposals and continuous representations, the CNS system upgradation, redundancy creation and proper deployment of trained engineers have not been taken up with the urgency required for a 24×7 essential aviation service, it added.

Air traffic controllers also blame AAI’s laggardly upgrade of the system for last week’s fiasco at IGIA. AAI has failed to ensure that ATC upgradation, along with hiring of more controllers, keeps pace with the

growth of air traffic in the country. For years, there have been talks of hiving off air navigation services from AAI as a separate unit. But there has been no progress on that front.

The air traffic controllers’ Guild of India had this July warned that “current systems, especially at major airports like Delhi & Mumbai, have experienced performance degradation, including slowness and system lag, directly impacting operational efficiency and safety margins”.



## Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

9 NOVEMBER 2025

# Hosur airport site clearance soon

**HD Bureau**  
CHENNAI

The Tamil Nadu government is set to expedite the Hosur greenfield airport project, aiming to secure site clearance from the Union Ministry of Civil Aviation within the next two weeks. The ambitious development, first announced by Chief Minister M. K. Stalin last year, seeks to establish a world-class airport capable of accommodating up to 30 million passengers annually, surpassing the current passenger traffic at Chennai Airport.

The move aligns with the state's broader efforts to bolster its aviation infrastructure, positioning Hosur

as a key hub in the region. With the state government keen on enhancing connectivity, this airport is expected to cater to the growing demand for air travel in the southern part of India, particularly benefiting the business and tourism sectors.

Hosur's strategic location, just 35 km from Bangalore and well-connected to several key cities, gives it a sig-

**The airport is expected to cater to the growing demand for air travel in the southern part of India**

nificant edge in terms of accessibility. The new airport will serve as a gateway for both domestic and international flights, addressing the increasing congestion at existing airports in Tamil Nadu and Karnataka.

Experts believe that the project will play a crucial role in reducing pressure on Chennai's crowded airport. The expansion of air travel capacity in the region has become imperative as the demand for both business and leisure travel soars. While Chennai airport handled 22 million passengers in 2023, the proposed Hosur airport, once operational, is expected to exceed this capacity, offering substantial room for growth in air travel.

The project is also expected to significantly contribute to the region's economic growth by creating thousands of jobs during both the construction and operational phases. Additionally, the airport is poised to stimulate the local economy by promoting trade, attracting investments, and boosting tourism.

The Tamil Nadu government has been proactive in its efforts to secure necessary approvals and expedite the land acquisition process for the greenfield site. Efforts are underway to fast-track environmental and technical clearances, with the state pushing for quick approvals from the Union Civil Aviation Ministry.



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HINDUSTAN TIMES

MUMBAI

9 NOVEMBER 2025

# System at IGI restored; 500 flights delayed



Passengers at the Delhi airport.

SANJEEV VERMA/HT PHOTO

### HT Correspondent

htreporters@hindustantimes.com

**NEW DELHI:** Cascading delays affected over 500 flights arriving or departing the national Capital on Saturday, a day after the country's busiest airport was plunged into chaos when a critical communications system went offline.

The Air Message Switching System — the digital backbone that feeds crucial flight plan data to controllers — was fully restored to automatic mode by Saturday afternoon, officials said, nearly 48 hours after the system stopped transmitting information automatically to controller screens on Thursday afternoon. The system was partly restored late on Friday.

The government said in a statement on Saturday that the technical glitch, which occurred on the afternoon of November 6 and continued into the morning of November 7, led to the cancellation of 46 flights. There were no flight cancellations on Saturday, the ministry said. "It was around 7pm on Friday that we restored the system. However, it remained under observation for about two hours thereafter," a senior ministry official said, asking not to be named. Civil aviation minister Rammohan Naidu visited the airport around 10pm on Friday along with civil aviation secretary Samir Kumar Sinha, Airports Authority of India chairman Vipin Kumar and other senior officials to review the situation.

The minister returned to the air traffic control tower on Saturday evening to review normalised operations and appreciate the teams that worked overnight to resolve the glitch. "While the sys-

tem has been functioning smoothly since then, there are cascading delays, mostly in departing flights," another official confirmed, adding that operations were expected to normalise by midnight Saturday.

The airport, which handles about 1,550 flights daily, saw around 65% of them delayed on Friday. Over 500 flights, mostly departures, continued to face delays on Saturday as the backlog worked through the system.

According to Flightradar24 data, departures were delayed by an average of 39 minutes, with 85% of flights affected till 10.30pm. "From the onset, teams from the Airports Authority of India, Air Navigation Services and Electronics Corporation of India Limited worked round the clock to identify and rectify the issue," the ministry said in a statement. "ECIL promptly deputed additional manpower to assist in the restoration process. During this period, ATC staff efficiently managed flight operations manually to ensure passenger safety and minimise inconvenience."

The government did not clarify on what caused the glitch in the first place or why no backups were in place.

An airport official said: "The minor delay had a multiplier effect and affected flight schedules, but the situation was managed efficiently. The air traffic controllers displayed the highest level of sincerity and patience."

Naidu directed that a detailed root-cause analysis be undertaken to prevent a recurrence. He also instructed officials to plan for system advancements, including additional or fallback servers.



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HINDU

CHENNAI

9 NOVEMBER 2025

## Actors, airport receive bomb threats via email in city

**The Hindu Bureau**

CHENNAI

The city police have launched an investigation after prominent personalities and institutions in Chennai received bomb threat via email on Friday.

Police sources said the email that was sent to several high-profile recipients claimed that explosive devices had been planted at the residences and offices of various public figures, including actors Vadivelu, Arulnithi, Janhvi Kapoor, and Nayanthara.

It also mentioned Chennai International Airport and the residences of former Chief Secretary Girija Vaidyanathan and former BJP Youth Wing Secretary Ramesh Siva.

Bomb detection and disposal squads and local police units conducted searches at the locations, but no suspicious objects were found.

# Corporate Communications Directorate

MORNING STANDARD

DELHI

10 NOVEMBER 2025

## Britain deploys anti-drone experts to Belgium after airport incursions

**LONDON**

BRITAIN is sending anti-drone equipment and personnel to Belgium after a spate of sightings near airports and military bases, the head of the UK military said on Sunday.

In the past week both Belgium's main international airport at Brussels and Liege, one of Europe's biggest cargo airports, were forced to close temporarily because of drone incursions. That came after a series of unidentified drone flights near a military base where US nuclear weapons are stored.

Air Chief Marshal Richard Knighton, the head of Britain's armed forces, said the UK had agreed to "deploy our people, our equipment to Belgium to help them," after a request from Belgian authorities.

"We don't know — and the Belgians don't yet know — the



A no drone sign just outside the perimeter of Brussels International Airport in Zaventem, Belgium | AP

source of those drones, but we will help them by providing our kit and capability, which has already started to deploy to help Belgium," Knighton told the *BBC*. Defense Secretary John Healey said the UK was sending a team of Royal Air Force specialists to NATO ally Belgium "to counter rogue drone activity."

"As hybrid threats grow, our strength lies in our alliances and our collective resolve to defend, deter and protect our critical infrastructure and airspace," he said. In recent months, drone incidents across Europe have forced airports to suspend flights at a time. Russia has been blamed in some cases, but Belgium has not said who has been operating the drones. Belgian Defense Minister Theo Francken said that he believed that some incidents were part of "a spying operation" that could not have been done by amateurs.

Belgium is home to the headquarters of NATO and the European Union, as well as Europe's biggest financial clearinghouse holding tens of billions of euros in frozen Russian assets. EU nations seek to use the assets for Ukraine loans; Belgium resists. AP



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NAVBHARAT TIMES

DELHI

10 NOVEMBER 2025

7 नवंबर को इंदिरा गांधी इंटरनैशनल एयरपोर्ट पर हुआ था ATC का सिस्टम का क्रैश

## एक दशक पुराने सिस्टम ने रोकी IGI पर नई उड़ान!

Maneesh Aggarwal@timesofindia.com

ऑफ इंडिया (AAI) ने इस एडवॉंस वर्जन वाले AMHS पर विचार नहीं किया हो। दिल्ली और मुंबई समेत तमाम बड़े एयरपोर्ट के ATC में इसे लगाने के लिए काम भी किया गया, लेकिन इसे शुरू करने की टाइमलाइन को लेकर फिलहाल इस बारे में कोई फैसला नहीं लिया गया।

**एडवॉंस तकनीक वाले AMHS की जरूरत: एक्सपर्ट**

ATC में काम करने वाले अधिकारियों ने इस लेटेस्ट तकनीक वाले सिस्टम को लागू करने के लिए AAI से कई बार रिक्वेस्ट भी की है। इसके बावजूद इस पर कोई काम नहीं किया गया, नतीजा यह हुआ कि बढ़ते लोड के आगे AMSS ने

घुटने टेक दिए और यह फेल हो गया।

पिछले एक दशक में भारतीय एविएशन सेक्टर में तेजी से बढ़ोतरी हुई है। सरकारी आंकड़ों के मुताबिक ही हवाई यात्रियों की जो संख्या 2014 में 10.3

**2000**

से अधिक फ्लाइटों पर दिल्ली-मुंबई समेत देशभर में असर

**10**

साल से भी ज्यादा पुराना सिस्टम नहीं उठा पा रहा बोझ

**2014**

में 10.3 करोड़ थे हवाई यात्री, अब हो गए हैं 35 करोड़

**400**

से 800 हुई भारतीय एयरलाइंस के जहाजों की संख्या



पिछले दिनों सिस्टम क्रैश होने की वजह से कई फ्लाइटें लेट हुईं और यात्री काफी परेशान हुए

करोड़ थी, यह 2025 में बढ़कर 35 करोड़ को भी पार कर गई है। इन्हें सफर कराने के लिए तमाम भारतीय एयरलाइंस के बेड़े में हवाई जहाजों की संख्या भी 400 से बढ़कर 800 हो गई है और इस

दौरान एयरपोर्ट भी 74 से बढ़कर 160 से अधिक हो गए हैं। लेकिन इतना लोड बढ़ने के बावजूद ATC अभी भी पुराने तकनीक वाले AMSS से ही ऑपरेट किया जा रहा है।

■ **नई दिल्ली:** दिल्ली एयरपोर्ट पर 7 नवंबर को ATC के ऑटोमैटिक मेसेज सिन्क्रिंग सिस्टम (AMSS) के क्रैश होने के पीछे एक बड़ी वजह इस सिस्टम का एक दशक से भी अधिक पुराना होना बताया जा रहा है। ऐसे में यह एयर ट्रैफिक के जबरदस्त लोड को संभाल नहीं पा रहा है। जानकारों का कहना है कि अब इसकी जगह एडवॉंस तकनीक वाले एरोनॉटिकल मेसेज हैंडलिंग सिस्टम (AMHS) को लागू करने की जरूरत है। यह AMSS से कहीं अधिक एडवॉंस और सुरक्षित भी है। इससे साइबर अटैक जैसे खतरों से भी काफी हद तक बचा जा सकेगा।

एविएशन सूत्रों का कहना है कि ऐसा नहीं है कि नागर विमानन मंत्रालय और एयरपोर्ट अथॉरिटी



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AIRPORTS AUTHORITY OF INDIA

## Corporate Communications Directorate

PIONEER

DELHI

10 NOVEMBER 2025

# एयरपोर्ट पर दिव्यांग और बुजुर्ग यात्रियों को मिलेगी विशेष सुविधा

- पार्किंग से लेकर बोर्डिंग तक मिलेगी सहायता, तैयार किए गए विशेष विश्राम कक्ष

पावनियर समाचार सेवा। यमुना सिटी

नोएडा एयरपोर्ट दिव्यांग और बुजुर्ग यात्रियों को विशेष सुविधा मिलेगी। इसके लिए एयरपोर्ट प्रबंधन एंड-टू-एंड असिस्टेंस मॉडल लागू कर रहा है। इसके लिए पार्किंग से लेकर विश्राम कक्ष तक की विशेष व्यवस्था की गई है। एयरपोर्ट परिसर पर वाहन से पहुंचने वाले यात्रियों को पार्किंग से ही विशेष टीम रिसीव करेगी। प्रशिक्षित टीम यात्री की आवश्यकतानुसार इलेक्ट्रिक बैगी और बैगेज सपोर्ट प्रदान करेगी। प्रत्येक टर्मिनल के भीतर



विशेष विश्राम कक्ष भी बनाए गए हैं। इनमें एंटी-स्लिप फ्लोरिंग, हैंड-रेल, चौड़े दरवाजे, ब्रेल साइनज, ऑडियो-गाइड सिस्टम और आरामदायक बैठने की सुविधा होगी।

एयरपोर्ट का अकिटिक्कर बैरियर फ्री ट्रेवल के रूप में तैयार किया गया है। असिस्टेंस सर्विस पाने के लिए यात्रियों को एयरलाइन या एयरपोर्ट पोर्टल के माध्यम से यात्रा से पहले सूचना देनी होगी ताकि एयरपोर्ट की सहायक टीम दिव्यांग और बुजुर्ग

### पार्चर और अराइवल लेन-1 पर विशेष ड्रॉप-पिकअप

एयरपोर्ट ने दिव्यांग व बुजुर्ग यात्रियों के लिए समर्पित लेन तय की है। डिपार्चर लेन-1 पर यात्रियों को ड्रॉप किया जाएगा जिससे भीड़भाड़ और लंबी दूरी से बचा जा सके। आगमन पर इन यात्रियों का पिकअप अराइवल लेन-1 से किया जाएगा। इस दौरान उनके सहयोगियों को भी साथ रखा जाएगा।

यात्रियों की सुविधा के अनुसार व्हीलचेयर, बैगी और एस्कॉर्ट सर्विस की अग्रिम व्यवस्था कर सके।



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## Corporate Communications Directorate

RAJASTHAN PATRIKA

JAIPUR

8 NOVEMBER 2025

#jaipurairport कई उड़ानों की 2 से 6 घंटे तक देर से आवाजाही, यात्री होते रहे परेशान

# दिल्ली में तकनीकी गड़बड़ी से जयपुर एयरपोर्ट पर उड़ान संकट

पत्रिका

पत्रिका न्यूज नेटवर्क  
patrika.com

जयपुर. दिल्ली के इंदिरा गांधी अंतरराष्ट्रीय एयरपोर्ट पर शुक्रवार सुबह एयर ट्रैफिक कंट्रोल (एटीसी) सिस्टम में आई तकनीकी खराबी का असर राजधानी जयपुर तक देखने को मिला। सुबह से रात तक जयपुर अंतरराष्ट्रीय एयरपोर्ट का उड़ान शेड्यूल गड़बड़ाया रहा। यहां से संचालित 45 फ्लाइट्स प्रभावित हुईं, जिनमें से 5 फ्लाइट्स को ऐन वक्त पर रद्द करना पड़ा, जबकि कई उड़ानों की 2 से 6 घंटे तक देरी से आवाजाही हुई। सबसे अधिक असर दिल्ली, मुंबई, पुणे, चंडीगढ़, अहमदाबाद और इंदौर रूट की फ्लाइट्स पर पड़ा।



तकनीकी खराबी  
से बिगड़ा प्लान

दिल्ली एयरपोर्ट के एयर ट्रैफिक कंट्रोल में तकनीकी गड़बड़ी के कारण ऑटोमैटिक मैसेज रिवचिंग सिस्टम (एएमएसएस) फेल हो गया। यह सिस्टम एयर ट्रैफिक कंट्रोलर्स को ऑटोमैटिक फ्लाइट प्लान और अन्य

फ्लाइट में बैठे रहे यात्री, उड़ान नहीं भरी

दिल्ली एयरपोर्ट पर हुई इस गड़बड़ी के कारण जयपुर एयरपोर्ट पर कुछ फ्लाइट्स को उड़ान भरने की अनुमति नहीं मिली, जिससे यात्री काफी देर तक विमान में ही बैठे रहे। इस दौरान सुबह 11:35 बजे जयपुर से दिल्ली के लिए उड़ान भरने वाली फ्लाइट में केंद्रीय मंत्री कीर्तिवर्धन सिंह समेत कई यात्री सवार हो चुके थे, लेकिन

तकनीकी दिक्कत के कारण विमान उड़ान नहीं भर सका। काफी इंतजार के बाद इसे देरी से रवाना किया गया। इस दौरान कई यात्रियों ने बिना सूचना दिए विमान में ही बैठाए रखने और कोई अपडेट न मिलने पर नाराजगी जताई। सोशल मीडिया पर भी कई लोगों ने एयरलाइंस की कम्युनिकेशन में कमी और अव्यवस्था पर सवाल उठाए।

आवश्यक जानकारी भेजता है। सिस्टम ठप होने के बाद कंट्रोलर्स को सारे प्लान मैनुअली तैयार करने पड़े, जिससे पूरे दिन फ्लाइट ऑपरेशन की प्रक्रिया धीमी पड़ गई और कई उड़ानों का संचालन प्रभावित हुआ।

आखिर में रद्द करना पड़ा

जयपुर से इंडिया एयरलाइन की शाम 5:35 बजे देहरादून, शाम 5:30 बजे उदयपुर, रात 8:40 बजे चंडीगढ़, रात 8:20 बजे इंदौर व शाम 7:24 बजे अहमदाबाद जाने वाली फ्लाइट्स का संचालन रद्द रहा। इंडिगो एयरलाइन की अहमदाबाद से शाम 7 बजे आने वाली फ्लाइट भी रद्द रही। इन्हें पहले री-शेड्यूल किया गया था, लेकिन अत्यधिक देरी के कारण उन्हें रद्द करना पड़ा।



इस खबर से  
संबंधित वीडियो  
देखने के लिए  
स्कैन करें



## Corporate Communications Directorate

TIMES OF INDIA

HYDERABAD

9 NOVEMBER 2025

# Vietnam flight delay at RGIA strands 194 flyers

**Sunny.Baski**@timesofindia.com

**Hyderabad:** Nearly 194 passengers bound for Vietnam were stranded for more than 15 hours at Rajiv Gandhi International Airport (RGIA) after their flight, Vietnam Airlines VN 984, was delayed through the night and eventually cancelled on Saturday noon.

The flight, scheduled to depart from Hyderabad at 11.55pm on November 7 for Hanoi, faced repeated delays throughout the night. "It was

chaos. Nobody slept the entire night. The announcements kept changing every couple of hours, and there was no clear information," said a passenger, part of travel group to Vietnam. Many travellers said they had spent over ₹3 lakh each on tickets, visas, and accommodation. While Vietnam Airlines is yet to issue a statement, RGIA authorities confirmed the flight was cancelled due to tech glitch. The flyers were reportedly put on another flight on Saturday.



## Corporate Communications Directorate

ASSAM TRIBUNE

GUWATI

9 NOVEMBER 2025

### Delhi to Shanghai flight from Sunday

BEIJING, Nov 8: Chinese airline China Eastern is set to begin its Delhi-Shanghai flight from Sunday, days after IndiGo's flight to Guangzhou from Kolkata, marking the resumption of the flight services between the two countries after a gap of five years.

The China Eastern flight will leave Delhi at 8 pm and arrive in Shanghai early on Monday.

It will leave Shanghai at 12:30 pm and reach Delhi by evening 6 pm. The flight will

operate on alternate days.

India's Consul General in Shanghai, Pratik Mathur, who plans to greet the passengers coming from Delhi by the China Eastern flight, said that the resumption of the flight services will usher in a new age of greater connectivity and encourage stronger people-to-people ties between India, the fastest growing economy, and the business hub of the eastern China Region led by Shanghai. – PTI

# Corporate Communications Directorate

AMAR UJALA

DELHI

10 NOVEMBER 2025

## शंघाई-दिल्ली विमान सेवा साढ़े 5 साल बाद फिर शुरू

बीजिंग। चीन की एयरलाइंस चाइना ईस्टर्न ने रविवार को शंघाई-दिल्ली उड़ान सेवा शुरू की।



चाइना ईस्टर्न की उड़ान भारत पहुंची इंडिगो की आज से ग्वांगझू उड़ान

दोनों शहरों के बीच करीब साढ़े 5 वर्ष बाद उड़ान सेवाएं फिर से बहाल हुई हैं। ग्लोबल

टाइम्स के अनुसार, 248 यात्रियों को लेकर उड़ान संख्या एमयू563 शंघाई पुडोंग अंतरराष्ट्रीय हवाईअड्डे से दिल्ली रवाना हुई। भारतीय कंपनी इंडिगो सोमवार से दैनिक दिल्ली-ग्वांगझू सेवा शुरू करेगी। एजेंसी

## Breath of fresh air

*Proposed rules for air ticket cancellations are welcome*

**R**ecent draft regulations released by the Directorate General of Civil Aviation regarding refund of airline tickets on cancellation is a long overdue step, which will provide relief to air travellers. Around one-fifth of the complaints being received by DGCA relate to delays in refund of money on ticket cancellations, deduction of arbitrarily high amounts as cancellation charges and airlines setting off the cancelled air-ticket against future bookings.



The lack of transparency and standardisation in this sphere has become a pain point. The new rules that align with global best practices prescribe the minimum standards to be followed by airlines while refunding cancelled tickets, giving airlines the room to provide better terms, if they so desire. This is likely to benefit customers given the intense competition among airlines. The most important provision is the introduction of a look-in option of 48 hours from the time of booking the ticket, when the passenger can cancel or alter the ticket without any additional charge. This option is common globally, to help in cases where travel plans change suddenly or if there is an error in entering the travel details while purchasing the ticket. The proposed rule is better than the rules in the US and Europe where passengers are provided a look-in period of only 24 hours to cancel without a penalty. In many countries, this option is provided only if the tickets are booked directly from the airline, but DGCA appears to be covering tickets purchased directly through the airline as well as through travel agents.

The rules address the lack of transparency by requiring that airlines mention the amount of refund on cancellation and the break-up in the ticket or on a form accompanying the ticket. Asking airlines to display their refund policies prominently on their websites is also a good idea as passengers can compare these policies across airlines. The maximum limit for cancellation charges though, is being set at the basic fare and fuel surcharge. This is quite high as the airline can take almost the entire ticket cost as cancellation charge. This could have been lowered, at least for cancellations 48 hours before travel, to around 80 per cent of basic fare and fuel surcharge so that travellers are not penalised excessively. In most instances, especially on high traffic routes, airlines sell seats at a premium to those booking last minute. The chance of an empty seat due to a cancellation, and therefore a loss, is minimal.

Setting a time limit for airlines to process a refund will help address the inordinate delays in returning the money. It is also good that the onus is now being put on airlines to ensure that the travel agent returns the money on cancellation within 21 working days. When tickets are purchased through travel agents, customers tend to face greater difficulty in getting a refund, with the travel agents blaming the airlines and vice versa.

# Corporate Communications Directorate

BUSINESS LINE

DELHI

10 NOVEMBER 2025

## Air India steps up customer focus, plans cultural refresh as Vistara merger completes a year

**Aneesh Phadnis**  
Mumbai

Vistara merged with Air India last November bringing greater scale and a uniform service experience.

A year on, Air India management is laying higher emphasis on customer service and preparing a new organisational culture.

These changes are being put in place as it negotiates the challenges caused by the Ahmedabad air crash and the closure of Pakistan's airspace that have resulted in higher costs and reduction in flights.

### GROUP AIRLINES

The merger of the two airlines was completed on November 12 and followed integration of two other group airlines — AIX Connect (formerly AirAsia India) with Air India Express on October 1.

Last November, Air India was operating 5,600 weekly flights connecting 90 domestic and international destinations with 208 aircraft.



**NEW DIRECTION.** These changes are put in place even as the airline negotiates new challenges

The number of weekly flights operated by Air India has now reduced 16 per cent to 4,700 per week while destinations and fleet size have reduced to 82 and 187 respectively. This is because of ongoing retrofit of aircraft, lease returns and transfer of certain routes to Air India Express.

Weak premium economy sales remain a challenge, with the airline regularly upgrading economy-class passengers to premium economy cabins.

"Premium economy sales have not picked up despite competitive pricing. Economy class cabins are often overbooked and passengers are upgraded during airport check-in but with this premium economy risks losing its premiumness," said an airline source.

itives too. On ground and in-flight services have improved. Crew engagement with customers has been standardised with uniform announcements and briefings. Brand visibility has been enhanced and the airline is now more prompt in informing its customers about service disruptions.

Air India said it is in the process of co-creating the culture of Air India, which is an amalgamation of erstwhile Air India employees, those coming in after merger as well as thousands who joined the company from across organisations post privatisation. "The exercise of co-creating the culture is currently underway and the all-employee survey was one of the ways in which employees engaged in the process," it said.

A common seniority list has already been prepared for pilots and the same is in the works for cabin crew. While some crew have expressed concern about the process, there are complaints regarding rostering too particularly about clubbing weekly offs with leaves.

In a statement, Air India said the number of aircraft with premium economy seats has tripled from 25 to 108 now (including Vistara aircraft). Load factor and revenue from the cabin have increased.

### TRAVEL POLICIES

"Historically, Air India did not offer premium economy, and therefore, the product's awareness in the market has been an area of work. Additionally, premium economy is not yet widely included in corporate and government travel policies, limiting uptake from business travellers. We are actively engaging with organisations and industry bodies to advocate for its inclusion and are seeing encouraging early progress," the airline said.

Yet, there are several pos-

# Corporate Communications Directorate

BUSINESS LINE

DELHI

10 NOVEMBER 2025

## China Eastern inaugural flight between Shanghai & Delhi flies near full capacity

Press Trust of India  
Beijing

China Eastern Airlines started its Shanghai-Delhi service on Sunday with 95 per cent occupancy, becoming the first mainland Chinese carrier this year to resume direct flights to India after a gap of five years.

Flight MU563, carrying 248 passengers, departed from Shanghai Pudong International Airport for Delhi, the state-run *Global Times* reported. Indian airline IndiGo will begin its daily Delhi-Guangzhou service from November 10.

China Eastern becomes



the first Chinese mainland-based airline in 2025 to resume direct passenger flights between China and India, the report said, adding that the Shanghai-Delhi flight achieved a load factor of over 95 per cent.

The Shanghai-Delhi route is considered a key corridor linking two major economic centres and is expected to boost exchanges in trade,

economy and culture, the report said.

### HIATUS ENDS

Flights between India and the Chinese mainland resumed on October 26 when an IndiGo aircraft landed at Guangzhou in Guangdong province from Kolkata, ending a hiatus that began with the Covid-19 pandemic in 2020. Services were not restored due to military standoff between the countries in eastern Ladakh, which ended in October last year.

China Eastern's Shanghai Pudong-Delhi route will run three times a week on Wednesdays, Saturdays and Sundays.

# Corporate Communications Directorate

BUSINESS STANDARD

DELHI

10 NOVEMBER 2025

## US air traffic staffing shortages stall thousands of flights

REUTERS

9 November

Major air traffic control staffing shortages snarled thousands of flights on Saturday as the government shutdown caused mounting travel woes and raised alarm among airline officials.

The Federal Aviation Administration (FAA) said there were air traffic control staffing issues affecting 42 airport towers and other centers and delaying flights in at least 12 major US cities - including Atlanta, Newark, San Francisco, Chicago and New York. Flights crossing six different high-traffic areas were also facing delays. FAA instructed airlines to cut 4 per cent of daily flights starting on Friday at 40 major airports because of air traffic control safety concerns.

Some 1,500 flights were canceled and 6,000 flights were delayed on Saturday, compared with Friday when 1,025 were canceled and 7,000 were delayed.

Airline officials privately said the



FAA had asked US airlines to cut 4 per cent of daily flights starting November 7

number of delay programs made it nearly impossible to schedule and plan many flights and expressed alarm about how the system would function if staffing

issues worsen.

The shutdown, which has reached a record 39 days, has led to shortages of air traffic controllers who, like other federal

employees, have not been paid for weeks.

Reductions in flights are mandated to rise to 6 per cent on Tuesday and then hit 10 per cent by November 14.

The air traffic absences prompted the FAA to impose ground delay programs at nine airports on Saturday, with delays averaging 282 minutes for flights at Atlanta, one of the busiest US airports.

The cuts, which began on Friday morning, include about 700 flights from the four largest carriers: American Airlines, Delta Air Lines, Southwest Airlines and United Airlines.

The four airlines canceled about the same number of flights on Saturday, under the FAA mandate, but were forced to cancel additional flights due to air traffic control staffing issues.

Earlier this week, FAA Administrator Bryan Bedford said 20 per cent to 40 per cent of controllers had not been showing up for work over the previous several days. During a Senate debate on Friday, Senator Ted Cruz blamed the shutdown

for air traffic control concerns. Cruz, a Texas Republican who chairs the Senate Commerce Committee, said he has been told that since the shutdown started, pilots have filed more than 500 voluntary safety reports about mistakes made by air traffic controllers because of fatigue.

Senate Majority Leader John Thune said on Saturday that bipartisan talks to end the shutdown had taken a positive turn, but the workday ended with no deals announced. The Senate is to try again with a rare Sunday session.

During the government shutdown, 13,000 air traffic controllers and 50,000 security screeners have been forced to work without pay, leading to increased absenteeism. Many air traffic controllers were notified on Thursday that they would receive no compensation for a second consecutive pay period next week. US Transportation Secretary Sean Duffy said it was possible he could require 20 per cent cuts in air traffic if more controllers stop showing up for work.



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

## Corporate Communications Directorate

DAINIK BHASKAR

JAIPUR

9 NOVEMBER 2025

### एएमएसएस में खराबी, 5 घंटे यात्री परेशान, रात 11:50 की उड़ान सुबह 5:10 बजे गई

**एयरपोर्ट:** कोलकाता फ्लाइट भी लेट, बेंगलुरु की उड़ान 5वें दिन भी रद्द

एविएशन रिपोर्टर | जयपुर

एयर ट्रेफिक कंट्रोल (एटीसी) के ऑटोमैटिक मैसेज स्वाचिंग सिस्टम (एएमएसएस) में तकनीकी खराबी आने से शुक्रवार को देशभर में करीब 700 फ्लाइट्स का संचालन प्रभावित रहा। जयपुर एयरपोर्ट पर इसका बड़ा असर दिखा, जहां दिल्ली सहित अन्य शहरों की लगभग 30 फ्लाइट्स तय समय से काफी देर से खाना हुईं। सबसे ज्यादा परेशानी इंडिगो की दिल्ली फ्लाइट 6E-5136 के यात्रियों को झेलनी पड़ी। यह फ्लाइट शुक्रवार



रात 11:50 बजे उड़ान भरने वाली थी, लेकिन शनिवार सुबह 5:10 बजे खाना हो सकी। करीब साढ़े पांच घंटे तक 125 से ज्यादा यात्री टर्मिनल पर ही इंतजार करते रहे। यात्रियों ने एयरलाइंस से लगातार जानकारी मांगी, लेकिन बार-बार शेड्यूल बदलने से असमंजस बना रहा। इसी तरह, इंडिगो की कोलकाता

फ्लाइट 6E-6568, जो सुबह 11 बजे खाना होनी थी, 12:15 बजे उड़ सकी। वहीं जयपुर से बेंगलुरु की फ्लाइट 6E-6503, जो 26 अक्टूबर से विंटर शेड्यूल में शुरू हुई थी, लगातार पांचवें दिन रद्द रही। **सब ठे एयरलाइंस:** एविएशन एक्सपर्ट कुंवर विजय राज सिंह ने बताया कि यह सिस्टम एटीसी, एयरलाइंस, पाव्लट, मौसम विभाग और एयरपोर्ट्स के बीच सभी जरूरी स्टेशनों का आदान-प्रदान करता है। यह 'स्टोप एंड परैलैट' तकनीक पर काम करता है और तय करता है कि कौन-सी फ्लाइट कम टेकऑफ या लैंड करेगी।



## Corporate Communications Directorate

DECCAN HERALD

BANGLORE

9 NOVEMBER 2025

### Twice-daily flights from Bengaluru to Nagpur from Dec

**BENGALURU, DHNS:** Air India Express is set to launch twice-daily flights between Bengaluru and Nagpur starting December 1.

The flights from Bengaluru are scheduled to depart at 07.25 am and 6.30 pm,

and will arrive in Nagpur at 9.30 am, 8.35 pm, respectively. The flights from Nagpur will depart at 10 am and 9.05 pm.

The airline currently operates more than 530 weekly flights from Bengaluru. “The

new Nagpur–Bengaluru services add to Air India Express’ recently launched routes from Bengaluru to Ahmedabad, Chandigarh, Dehradun, Jodhpur, and Udaipur, reinforcing Bengaluru’s position as a key hub

in the rapidly expanding Air India Express network,” stated a press statement from the airline.

Additionally, the airline is also expanding its Gulf network with new flights to Abu Dhabi from Delhi and Pune.



# Corporate Communications Directorate

DAINIK NAVJYOTI

JAIPUR

9 NOVEMBER 2025

## एयर इंडिया की उड़ान में तकनीकी खराबी

एजेंसी/मुंबई। मुंबई से लंदन जाने वाली एयर इंडिया की एक उड़ान शनिवार को उड़ान भरने से कुछ समय पहले तकनीकी खराबी के कारण लगभग सात घंटे देर से चली जिससे छत्रपति शिवाजी महाराज अंतरराष्ट्रीय हवाई अड्डे पर यात्री फंस गए और उन्हें भारी असुविधा का सामना करना पड़ा।

उड़ान एआई 129 को पहले सुबह जल्दी रखना होना था लेकिन उड़ान-पूर्व जांच के दौरान विमान में तकनीकी खामियां पाए जाने के बाद इसकी उड़ान स्थगित कर दी गई। यात्रियों के अनुसार पहली घोषणा में 30 मिनट की देरी का उल्लेख किया गया था। विमान में यात्रियों के अपनी सीटों पर बैठने के बाद भी विमान एक घंटे से ज्यादा समय तक रुका रहा। बाद में चालक दल ने यात्रियों को सूचित किया कि तकनीकी खराबी के कारण उड़ान आगे नहीं बढ़ सकती और सुरक्षा कारणों से सभी यात्रियों को उतरने के लिए कहा गया। लगभग 8:15 बजे, यात्रियों को सुरक्षा जांच के लिए विमान से उतरने का निर्देश दिया गया, जिसमें हैंड बैगेज की दोबारा जांच भी शामिल थी, जिससे देरी और बढ़ गई।

# Corporate Communications Directorate

FINANCIAL EXPRESS

DELHI

10 NOVEMBER 2025

## Airlines in US brace for third day of flight cuts

REUTERS  
Washington, November 9

**MAJOR AIRLINES BRACED** for a third day of government-mandated flight cuts Sunday after rising air traffic control staffing shortages snarled thousands of flights on Saturday.

The Federal Aviation Administration instructed airlines to cut 4% of daily flights starting on Friday at 40 major airports because of air traffic control safety concerns.

The shutdown, which has reached a record 40 days, has led to shortages of air traffic controllers who, like other federal employees, have not been



paid for weeks.

Reductions in flights are mandated to reach to 6% on Tuesday and then hit 10% by November 14.

The FAA said on Saturday there were air traffic control staffing shortages impacting

42 airport towers and other centers and delaying flights in at least 12 major US cities including Atlanta, Newark, San Francisco, Chicago and New York.

Some 1,550 flights were canceled and 6,700 flights were delayed on Saturday, compared with Friday when 1,025 were canceled and 7,000 were delayed. Airline officials privately said the number of delay programs made it nearly impossible to schedule and plan many flights and expressed alarm about how the system would function if staffing issues worsen.



# Explainer

## ● What is the new 48-hour rule?

**UNDER THE EXISTING** norms, passengers can cancel or alter a ticket within 24 hours of booking without extra charges, provided the flight is at least seven days away. The DGCA now proposes to extend this “look-in period” to 48 hours, giving travellers more flexibility. Beyond 48 hours, standard cancellation charges would apply. During this period, passengers can cancel or amend their booking without any additional fees, except for any difference in fare if they opt for a revised flight. However, this will not apply if the flight departs within five days (for domestic) or 15 days (for international) from the date of booking. In effect, the proposal doubles the free-cancellation window from 24 to 48 hours and reduces the advance requirement from seven to five days for domestic flights.

This window allows correction of misspelt names, wrong dates, or times without any extra charges or having to book tickets again. It also provides protection against price drops. If a passenger finds a cheaper fare with the same or a different airline within the longer grace period, she can cancel the ticket for a full refund and rebook at the lower price.

## ● What impact could this have on airlines?

**WHILE THE MOVE** is expected to enhance passenger convenience, it could also add operational and financial pressure on the airlines. With a longer no-penalty “look-in” window, carriers may face greater volatility in early bookings, as passengers could now block seats and then cancel them without incurring

any charges. This might temporarily complicate inventory management and revenue forecasting, especially for low-cost airlines that depend on early sales to fill capacity.

At the same time, it could improve last-minute seat availability, allowing other travellers to book those freed-up

seats closer to departure. Industry experts say that while airlines may initially face some adjustment challenges, the proposed reforms could ultimately strengthen consumer trust, encourage advance bookings, and bring India closer to global passenger-friendly norms.



**FLYER-FRIENDLY MOVES**

## How DGCA hopes to make air ticket refunds easier

With complaints against airlines regarding ticket cancellations and refunds growing, the Directorate General of Civil Aviation (DGCA) has proposed customer-friendly rules. While the move is expected to enhance passenger convenience, carriers may face greater volatility in early bookings, explains *Nitin Kumar*

### 48-hour

WINDOW TO CANCEL TICKET WITHOUT ANY CHARGES FOR TRIPS AT LEAST 5 DAYS AWAY

US, UAE AND CANADA ALLOW ONLY 24 HOURS FOR FREE CANCELLATION

## ● Tickets booked via agents & portals

**FOR THE FIRST** time, the DGCA draft explicitly places the onus of refund on airlines, even for tickets purchased via travel agents or online portals, clarifying that agents act as “appointed representatives” of the airline. Currently, passengers are often redirected between agents and airlines for refunds. The draft seeks to eliminate that confusion. At present, the ministry of civil aviation’s website still advises passengers: “Kindly approach your travel agent.” The new proposal aims to streamline refunds by making the airline directly responsible for completing refunds within 21 working days.

## ● Corrections in names and option of credit shells

**THE DGCA CIRCULAR** has retained the existing rule that allows passengers to make corrections in their name within 24 hours of booking without any additional charge, provided the booking was made directly through the airline’s website. This provision has been carried forward in the draft to ensure clarity and uniformity. It also reiterated that keeping refund amounts in a credit shell should be at the discretion of the passenger and cannot be a default airline practice. A credit shell is a credit note created against a cancelled PNR to be used for a future booking by the same traveller. Credit shells first became popular during the Covid lockdown period when flight operations were stopped.

## ● How other countries handle cancellations

**THE PROPOSED 48-HOUR** look-in period places India in a leading position globally, as the standard international practice is only 24 hours of free cancellation as seen in countries such as the US, UAE, and Canada. Foreign carriers operating to/from India shall refund the tickets in accordance with regulations of their country of origin. The DGCA proposal pointed out that the airlines should refund all statutory taxes and User Development Fee (UDF)/Airport Development Fee (ADF)/Passenger Service Fee (PSF) to the passengers in case of cancellation or non-utilisation of tickets or in case of no show. This provision will also be applicable for all types of fares offered, including promos or special fares and where the basic fare is non-refundable. For IndiGo, domestic cancellations beyond the cut-off hour incur a fee of ₹3,999–₹4,999 based on how close to the date of travel the ticket is cancelled. Cancellation fee for international trips is ₹6,500 to ₹10,000. Air India’s cancellation charges are similar to that of IndiGo.

## ● What’s next?

**THE CIVIL AVIATION** watchdog has invited comments from the public and stakeholders until November 30 before finalising the new Civil Aviation Requirements. Once implemented, these changes could give passengers greater flexibility and protection against arbitrary rules brought in airlines.





**भारतीय विमानपत्तन प्राधिकरण**  
**AIRPORTS AUTHORITY OF INDIA**

# **Corporate Communications Directorate**

HINDUSTAN

DELHI

10 NOVEMBER 2025

## **मुंबई से आ रहा विमान कोलकाता डायवर्ट**

रांची। बिरसा मुंडा एयरपोर्ट पर रविवार को कई विमान देर से आए। वहीं शाम को 6.20 बजे मुंबई से रांची आने वाला इंडिगो के विमान को कोलकाता डायवर्ट कर दिया गया। एक विमान के डायवर्ट होने और अन्य विमानों की देरी की वजह से यात्रियों को काफी परेशानी हुई।

# End the speculation, release the AI 171 crash report

**O**n June 12, 2025, 241 passengers on board Air India AI 171, perished in a fiery crash just after takeoff at Ahmedabad, Gujarat. There was one survivor passenger. Nineteen persons on the ground lost their lives, making it the first crash of the Boeing 787 Dreamliner since its introduction into commercial aviation. There are over 1,175 Dreamliners flying with various airlines, operating an average of 12 hours a day. Since the crash, Dreamliners have flown more than two million hours without a single engine failure during take-off. In the history of airline operations, there have been very rare instances of a dual engine failure on take-off. The accident involving a UPS MD-11, on November 4, 2025, is one, which was due to engine separation. After this crash, the U.S. National Transportation Safety Board (NTSB) released relevant information with daily briefings – something that never happens in India.

Ever since the crash, the electronic media and social media YouTubers have been spreading far-fetched theories to create an atmosphere of fear and also question the safety standards of the Boeing 787. What is being spread is a diversion from the truth and the Ministry of Civil Aviation (MoCA), Government of India, has played into their hands by delaying the release of the final investigation report. The promise of there being a “Transparent” report as soon as possible, which the Aviation Minister announced on the day after the crash, appears to be another statement which has been swept under the carpet – as is the norm for all the aviation accident reports in India.

Here is the chronology. The crash happened on the afternoon of June 12, 2025. According to the ANI report, one of the flight recorders was recovered on June 13 from the roof top of a building where the plane crashed. The second flight recorder was recovered from the debris on June 16. The Aircraft Accident Investigation Bureau (AAIB) lab in Delhi downloaded and accessed the data by June 25. The AAIB’s preliminary report was released on July 12, 2025. But this report was sketchy and only created more questions than it answered.

## ‘Threat perception’, a mysterious order

What has not drawn the attention of many is the Ministry of Home Affairs (MHA) order, based on threat perception identified by intelligence agencies, in providing the Chief of the AAIB with ‘X Category Commando protection’ on a 24X7 basis. This writer has been following air accident investigations of the U.S. National Transportation Safety Board and the Air Accidents Investigation Branch (AAIB)-United Kingdom since 1973 and has never come across an accident investigator



**Captain A. (Mohan) Ranganathan**

is a former airline instructor pilot and aviation safety adviser. He is also a former member of the Civil Aviation Safety Advisory Council (CASAC), India

requiring commando protection. This order was effective from June 16, just three days after the first flight recorder was recovered. It appears that the MHA and the MoCA were aware of facts which are not being revealed to the public.

The weird theories being floated around and the wild speculations could have been avoided had the Aviation Ministry been transparent with the crash findings. All that it required was a straightforward release of the Cockpit Voice Recorder (CVR) readouts of AI 171, from the commencement of take-off roll to the time of crash, when the recording stops – a mere one minute and 40 seconds. A cryptic sentence in the preliminary accident report, “Why did you do that... I did not do that” – of a conversation between the pilots – only added to all the wild theories.

## What the data would show

From the preliminary report, it was established that the copilot was the pilot flying and the captain was the pilot monitoring (doing copilot duties). Air India procedure mandates that the captain handles the thrust levers until the takeoff decision speed is attained. The copilot handles the controls. At this speed’s call (autocall), the captain will remove his hands from the thrust levers. Based on the preliminary report, there should have been the following calls recorded on the CVR: at the rotation speed of 155 kts (08:08:35 in the report), the call should have been ‘Rotate’. The report mentions that the lift-off was at 08:08:39 and there should have been a ‘Positive Rate call’ when the altimeter shows an increase in height. This call will be by the captain who was the pilot monitoring. The preliminary report follows up with a statement that the No.1 Fuel Control Switch and No. 2 Fuel control switch transitioned to cut-off in two seconds, one after the other. This shut off the fuel supply to the engines – the fuel shut off valves will close and the engines will be starved of fuel supply.

A cardinal rule in flying is that in the event of a major emergency, it is the captain who should take over the controls from the copilot, with the copilot reverting to pilot monitoring duties and carrying out the non-normal checklist that the captain would call out. In the crash of AI 171, the immediate call of the captain at 08:08:44 – when the two engines shut down – should have been “My Controls” and the immediate response of the copilot would have been “Your Controls”. Were these calls recorded on the CVR? The AAIB has an experienced Boeing 787 examiner pilot in its team who would have identified this had the mandatory call outs and procedures been followed. If they were, the assumption that the engines shut down due to ‘an electrical power

failure’ or ‘software failure’ (which are the theories and speculation on social media) can be considered to be a factor in the accident. The Boeing 787’s fuel control switches cannot move due to a software or an electrical power glitch. They are spring-loaded switches that have to be physically lifted off the ‘Run’ gate, moved aft and dropped into the ‘Cut-off’ gate. The movement towards ‘Run’ to restart the engines has to follow the same procedure which is to lift the switch off the ‘Cut-off’ gate, moved forward and dropped into the ‘Run’ gate. The Digital Flight Data Recorder (DFDR), as well as the area mike of the CVR (which will record all the ambient sounds in the cockpit) will clearly record this. The Boeing 787 examiner would be aware of this, would have listened to the CVR, and would have gone through the DFDR readouts.

The DFDR would also record every control column movement and control deflections. It can be easily identified who was handling the controls during the take-off and the segment after the engine failures. What readers should know is the systems that work and what will not work in the cockpit instrument presentations. While the limited power supply from the battery and the Ram Air Turbine (RAT) limits the supply only to essential items such as the captain’s instrument panel, and engine fire protection, to name a few – as an example – the instrument panel in front of the copilot goes blank. This is one of the major reasons why the captain must take over the controls immediately as the copilot will not have anything available in front of him. If the CVR did not indicate the positive takeover of controls by the captain, the facts become very evident. Is this the reason why the Ministry of Home Affairs Intelligence considered there was a threat perception to the AAIB chief?

## The damage being caused

It does not take more than 100 days to identify the facts and release a transparent report. The credibility of Indian aviation is already suspect. By whitewashing an accident report, it will only add to the perception. The NTSB, the AAIB-U.K., and Boeing are aware of the DFDR and CVR readouts. The U.S Federal Aviation Administration and aviation regulators in the countries where Boeing 787s are flown, have all cleared the aircraft. The MoCA would do well to change the impression that there was an ‘electrical/software issue’ that caused the accident and release the investigation report immediately. The longer the Ministry delays this, the greater the danger of pilots being stressed and preoccupied with their mind anticipating this danger instead of being 100 per cent in the cockpit.

India needs to know the real facts in the June 2025 Air India AI 171 crash



# Corporate Communications Directorate

HINDU

DELHI

10 NOVEMBER 2025



## After five years, China Eastern resumes Shanghai-Delhi flight

China Eastern Airlines started its Shanghai-Delhi service on Sunday with a 95% occupancy, becoming the first mainland Chinese carrier this year to resume direct flights to India after a gap of five years. Flight MU563, carrying 248 passengers, departed from Shanghai Pudong International Airport for Delhi, the state-run *Global Times* reported. Indian airline IndiGo will begin its daily Delhi-Guangzhou service from November 10. The Shanghai-Delhi route is considered a key corridor linking two major economic centres and is expected to boost exchanges in trade, economy and culture, the report said. #11

# Corporate Communications Directorate

INDIAN EXPRESS

DELHI

10 NOVEMBER 2025

## China Eastern launches Shanghai-Delhi flight with 95% occupancy

K J M Varna

Beijing, November 9

CHINA EASTERN Airlines started its Shanghai-Delhi service on Sunday with a 95% occupancy, becoming the first mainland Chinese carrier this year to resume direct flights to India after a gap of five years.

Flight MU563, carrying 248 passengers, departed from Shanghai Pudong International Airport for Delhi, the state-run *Global Times* reported. IndiGo will begin its daily Delhi-Guangzhou service from November 10.

China Eastern becomes the first Chinese mainland-based airline in 2025 to resume direct passenger flights between China and India, the report said, adding that the Shanghai-Delhi flight achieved a load factor of over 95%. The Shanghai-Delhi route is considered a key corridor linking two major economic centres and is expected to boost exchanges in trade, economy and culture, the report said.

Flights between India and the Chinese mainland resumed on October 26 when an IndiGo aircraft landed at Guangzhou from Kolkata, ending a hiatus that began with pandemic in 2020. China Eastern's Shanghai Pudong-Delhi route will run three times a week.

PTI

# Corporate Communications Directorate

MILLANIUM POST

DELHI

10 NOVEMBER 2025

## ‘Voluntary SAF progs by airlines to provide value proposition for cos in cutting carbon footprints’

**NEW DELHI:** Voluntary sustainable aviation fuel programmes by airlines will provide a value proposition for corporates in reducing their carbon footprints, and feed-stock collection for producing the fuel will also bring in collateral socio-economic benefits for India, according to a senior Airbus official.

European aircraft maker Airbus, which has a significant presence in India, has also pitched for bringing corporates' spending on the airlines' voluntary Sustainable Aviation Fuel (SAF) programmes under the government's CSR (Corporate Social Responsibility) framework.



Globally, the requirement for SAF is estimated at 183 million tonnes by 2040.

Julien Manhes, Head of SAF and CDR (Carbon Dioxide Removal) Development, Sustainability Organisation at Airbus, said a voluntary scheme for SAF will be an “opportunity for airlines to differentiate and to propose something new to their corporate customers first,

then to cargo customers and eventually to private customers”.

India is one of the world's fastest-growing civil aviation markets, and Indian carriers have placed orders for more than 1,700 aircraft. As part of sustainability efforts, the government will soon be coming out with a SAF policy.

Elaborating on the value proposition of having the voluntary SAF programmes, Manhes told PTI in an interview in the national capital that the idea is about selling business travel experience with not only good seats and meals but also with a “lower carbon footprint”.

In the context of the airlines' grouping, IATA's view that

SAF blending mandates without incentives is a “no-go area”, Manhes opined that creating voluntary demand for SAF will not result in market distortion.

He observed that airlines are reluctant to opt for SAF schemes without incentives because they will incur more costs as the fuel itself comes at a higher cost.

“Voluntary demand is not a market distortion. It is an add-on,” he noted.

India aims to have 1 per cent blending of SAF in jet fuel by 2027, 2 per cent blending by 2028 and 5 per cent blending by 2030. SAF can be used as a drop-in fuel in Aviation Turbine Fuel (ATF), which powers aircraft.

## Corporate Communications Directorate

MILLANIUM POST

DELHI

10 NOVEMBER 2025

# IndiGo aims evidence-based training programmes for pilots

**NEW DELHI:** The country's largest airline IndiGo aims to implement evidence-based training programmes for its pilots, as part of its continuing efforts to enhance their competencies, including improved situational awareness, according to a senior official.

IndiGo, which operates over 2,300 flights daily, is expanding its fleet by adding wide-body planes and currently has more than 5,300 pilots.

Currently, Competency-Based Training and Assessment (CBTA) is implemented at the airline.

"When you become CBTA-compliant, you eventually end



up, once you mature, you become EBT-compliant," the senior airline official said.

EBT refers to Evidence-Based Training.

"So right now, we are just baselining the CBTA. Now, with all the data we are going to use, and with the help of the world's best practices...or having consultants on board, we need to

see how we can eventually reach the EBT stage," the official said.

Various skills, enhanced situational awareness, decision-making, and corporate resource management are among the key elements of competency-based training programmes.

The airline will utilise the huge amount of data it has for training purposes, which will be evidence-based, the official said, adding that data analytics and artificial intelligence will be used.

"We will first of all collect all the data, validate all the data... then base the training programme on the data," the official added.



## Corporate Communications Directorate

TIMES OF INDIA

AHMEDABAD

9 NOVEMBER 2025

### Forty flights delayed at SVPI

**Ahmedabad:** Even after the technical glitch at the air traffic controller (ATC) was resolved at the Delhi airport, the ripple effect of flight delays continued to stall travellers across the country.

The Sardar Vallabhbhai Patel International (SVPI) airport reported some 40 delayed flights, including arrivals and departures, on Saturday as well. The city airport saw 70 delayed flights and six cancellations on Friday.

“My flight from Mumbai to Vadodara was cancelled at the last moment. I had to extend my stay by a day and later book another ticket for Sunday morning,” Adit Parikh, a Vadodara resident, told TOI. The congestion began to ease by early morning. TNN