



Corporate Communications Directorate

BUSINESS STANDARD

DELHI

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Trai lens on telcos' pricing issue at Navi Mumbai airport

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The Telecom Regulatory Authority of India (Trai) is examining the pricing issue that telecom operators are facing for deploying network in and around Adani Group-backed Navi Mumbai International Airport, a top official said on Wednesday.

Trai Chairman Anil Kumar Lahoti said industry body Cellular Operators Association of India (COAI) has approached it for intervention, and the regulator has sought more details around the price that telecom operators have paid in the past for setting up networks.

"The letter that COAI has written has raised four issues. Three of those pertain to right-of-way. There is one issue regarding the pricing. We have asked for certain details from COAI regarding how they have entered into agreements in the past. We will study those, and then we will take further action," Lahoti said.

He said Trai will not require any specific reference from the government, and it can suo-motu proceed on the matter based on reference received from the Cellular Operators Association of India. Right-of-way (RoW) refers to the rules and rights with regard to the deployment and operation of telecom infrastructure by service providers on public and private property.

Cellular Operators Association of India (COAI) has also reached out to the

telecom department for intervention, stating that its member telecom service providers (TSPs), including Bharti Airtel, Reliance Jio Infocomm and Vodafone Idea, had approached Navi Mumbai International Airport Ltd (NMIAL) to seek requisite approvals to deploy their telecom networks, like In-Building Solutions (IBS) infrastructure, to provide seamless 4G and 5G connectivity within the airport premises.

"However, contrary to the statutory framework under the Telecommunications Act, 2023, and the RoW Rules 2024, NMIAL has declined to grant the necessary permissions," COAI had alleged.

In a strongly-worded statement, NMIAL said the IBS infrastructure for mobile network was procured and installed after multiple discussions with individual TSPs, and in fact, government-owned BSNL is already in the advanced phase of testing for the use of IBS at the airport.

"We are rigorously following up with TSPs to conclude the discussions. We welcome individual TSPs to discuss and mutually agree on rates. However, we will not give in to any cartelisation in this regard," NMIAL had said in the statement.

Further, NMIAL said that contrary to the COAI allegations, RoW has never been denied to any TSP at the airport, and that it has regularly communicated and discussed with TSPs and already offered the IBS services at charges in line with the existing industry standards, to which the TSPs are yet to revert.

AI curbs should be risk-based, says Trai chief

GULVEEN AULAKH
New Delhi, 21 January

India's telecom regulator has sought a risk-based approach towards regulation of artificial intelligence (AI), where only high-risk use cases should be brought under the regulatory purview.

Speaking at a pre-summit event for the India-AI Impact Summit 2026, Telecom Regulatory Authority of India (Trai) Chairman Anil Kumar Lahoti said that low-risk applications that impact users should be kept under self-regulation.

The chairman highlighted that the most immediate benefit for consumers through AI deployment was towards securing networks against fraud and unsolicited communications.

Lahoti pointed out that AI was now a "foundational capability" for detection systems that shield users from intrusive messages.

The technology allows for "predictive and self-healing network operations," moving away from reactive models to identify anomalies like frequent IMEI changes or suspicious call patterns before they impact the user. He also added that the Indian market had championed the use of "regulatory sandboxes" to test emerging technologies like 5G, 6G, and IoT in live environments.

"The regulatory sandbox tests new regulatory technologies in a controlled environment," Lahoti said.



सिटी एंकर आईजीआई समेत 15 एयरपोर्ट पर सुरक्षा जांच के लिए शुरू की 2डी बारकोड तकनीक अब हवाई यात्रियों को मिल रहे तेजी से बोर्डिंग पास

शेखर घोष | नई दिल्ली

दिल्ली के आईजीआई एयरपोर्ट सहित देश के 15 प्रमुख एयरपोर्ट पर केंद्रीय औद्योगिक सुरक्षा बल (सीआईएसएफ) के द्वारा हाल में सुरक्षा जांच के लिए शुरू की गई टू डायमेंशनल (2डी बारकोड) तकनीक यात्रियों को पहले के मुकाबले अधिक तेजी से सत्यापित कर रही है। इस कारण यात्रियों को तेजी से बोर्डिंग पास मिल रहे हैं।

सीआईएसएफ की एडीजी एपीएस विनीता ठाकुर (एयरपोर्ट) ने बताया कि देश के हवाई अड्डों पर यात्रियों की सुरक्षा व्यवस्था को नई ऊंचाइयों पर ले जाने के लिए सीआईएसएफ ने अत्याधुनिक तकनीकों का व्यापक स्तर पर समावेशन शुरू किया है। उन्होंने बताया कि गृह मंत्रालय (एमएचए) के मार्गदर्शन में, नागर विमानन सुरक्षा ब्यूरो (बीसीएसए), इंटेलिजेंस ब्यूरो (आईबी) तथा हवाई अड्डा संचालकों के समन्वय से देशभर के हवाई अड्डों विशेषकर नए और उभरते हवाई अड्डों पर सुरक्षा प्रक्रियाओं को लगातार दृढ़ता से बढ़ाया जा रहा है।



बोर्डिंग पास और टिकटों का तेजी से सत्यापन एडीजी ठाकुर ने बताया कि एयरपोर्ट पर 2डी बारकोड रीडर तकनीक के माध्यम से अब यात्रियों के बोर्डिंग पास और टिकटों का तेजी से सत्यापन किया जा रहा है। यह प्रणाली टर्मिनल प्रवेश द्वारों पर तथा हैंडहेल्ड उपकरणों के रूप में सुरक्षा कर्मियों द्वारा उपयोग की जा रही है, जिससे मैनुअल जांच में कमी, भीड़ नियंत्रण में सुधार और अनधिकृत प्रवेश पर प्रभावी रोक लगी है। 'डिजी यात्रा' जैसी फेसियल रिकॉग्निशन आधारित संपर्करहित प्रणाली को देशभर के 29 बड़े हवाई अड्डों पर लागू किया जा चुका है। कुछ अन्य हवाई अड्डों पर इसका परीक्षण जारी है। इस प्रणाली से यात्रियों की पहचान तेजी से सुनिश्चित होती है। अधिकारियों के अनुसार, वर्तमान में लगभग 25 प्रतिशत यात्री इस सुविधा का उपयोग कर रहे हैं।

कर्मचारियों व आंतरिक क्षेत्रों की कड़ी निगरानी

एडीजी ठाकुर ने बताया कि हवाई अड्डों के संवेदनशील क्षेत्रों में कार्यरत कर्मचारियों की सुरक्षा सुनिश्चित करने के लिए केंद्रीकृत एक्सेस कंट्रोल सिस्टम (सीएसीएस) लागू किया गया है। बायोमेट्रिक आधारित यह प्रणाली 44 हवाई अड्डों पर कार्यरत है और अनधिकृत स्टाफ प्रवेश व 'इनसाइडर थ्रेट' के जोखिम को काफी हद तक कम करती है। इससे स्टाफ मूवमेंट का डिजिटल ऑडिट ट्रेल भी उपलब्ध होता है।

शिमला से कुल्लू, किन्नौर के लिए हेली टैक्सी शुरू मुख्यमंत्री ने संजौली में किया हेलीपोर्ट का शुभारंभ

सीएम बोले पर्यटन बढ़ेगा, संजौली से रामपुर व रिवांगपिओ और मनाली के लिए जल्द शुरू होंगी उड़ानें

भास्कर न्यूज़ | शिमला

प्रदेश में पर्यटन को बढ़ावा देने और लोगों को बेहतर एयर कनेक्टिविटी उपलब्ध करवाने के लिए राजधानी शिमला के उपनगर संजौली से विश्वप्रसिद्ध पर्यटन स्थल कुल्लू और किन्नौर के लिए हेली टैक्सी सेवाएं शुरू हो गई हैं। मुख्यमंत्री सुखविंदर सिंह सुखू ने बुधवार को शिमला के संजौली हेलीपोर्ट से इन हेली टैक्सी सेवाओं का शुभारंभ किया। इसके साथ ही अब संजौली हेलीपोर्ट से कुल्लू जिला के भूतर हवाई अड्डे और किन्नौर जिला के रिवांगपिओ (आईटीबीपी हेलीपैड) के लिए रोजाना हेलीकॉप्टर उड़ानें शुरू हो गई हैं।

इस मौके पर मुख्यमंत्री ने कहा कि ये सेवाएं पर्यटन से जुड़े लोगों और आम जनता दोनों के लिए बहुत फायदेमंद होंगी। इससे यात्रा सुविधाजनक होने के साथ-साथ समय को बचत भी होगी। उन्होंने कहा कि संजौली हेलीपोर्ट आईजीएमसी अस्पताल के पास है, जिससे मेडिकल इमरजेंसी में भी काफी मदद मिलेगी। सीएम ने ऐलान किया कि इसके बाद शीघ्र ही संजौली से रामपुर व रिवांगपिओ और संजौली से मनाली (सासे हेलीपैड) के लिए भी हेलीकॉप्टर सेवाएं शुरू की जाएंगी, जिसके लिए डीजीसीए को प्रस्ताव भेजे गए हैं।

इस तरह रहेगा उड़ानों का शेड्यूल



हेलीकॉप्टर के लिए 2 कंपनियों से टाईअप

राज्य सरकार ने इन हेली टैक्सी सेवाओं के लिए दो कंपनियों के साथ करार किया है, जिनमें हेरिटेज एविएशन और पवन हंस लिमिटेड शामिल हैं। हेरिटेज एविएशन शिमला के संजौली हेलीपोर्ट से रिवांगपिओ और कुल्लू रूट पर सेवाएं देगी। वहीं चंडीगढ़ से शिमला रूट पर पवन हंस कंपनी सेवाएं देगी। केंद्र सरकार की उड़ान योजना के तहत यह सेवाएं शुरू की गई हैं। केंद्रीय उड्डयन मंत्रालय ने इसके लिए टेंडर किए थे। हेली टैक्सी सेवा के संचालन का 80 प्रतिशत खर्च केंद्र और 20 फीसदी खर्च प्रदेश सरकार उठाएगी।

शिमला के संजौली में हेलीपोर्ट सेवाओं के शुरू होने से अब चंडीगढ़ से संजौली हेलीपोर्ट के बीच भी सप्ताह में तीन दिन, सोमवार, शुक्रवार और शनिवार को उड़ानों का संचालन किया जाएगा। इसी तरह शिमला से कुल्लू के भूतर के लिए दिन में 2 उड़ानें और शिमला से किन्नौर के रिवांगपिओ के लिए दिन में एक उड़ान होगी। इसके लिए हेलीकॉप्टर के किराये की दरें भी निर्धारित की गई हैं।

किराये की दरें :

- संजौली से कुल्लू : 3500 रुपए प्रति यात्री
- संजौली से रिवांगपिओ : 4,000 रुपए प्रति यात्री
- संजौली से चंडीगढ़ : 3169 रुपए प्रति यात्री

अन्य क्षेत्रों में भी बनेंगे हेलीपोर्ट : मुख्यमंत्री सुखविंदर सिंह का कहना था कि सरकार हर जिले के मुख्यालय और प्रमुख पर्यटन स्थलों पर हेलीपोर्ट बना रही है। जिला हमीरपुर के जसकोट, कांगड़ा के रक्कड़ व पलमपुर और चंबा में चार हेलीपोर्ट का काम अगले मार्च-अप्रैल तक पूरा हो जाएगा। हर हेलीपोर्ट पर लगभग 15 करोड़ रुपए खर्च किए जा रहे हैं। इससे उच्च वर्ग के पर्यटक हिमाचल आएं और लोगों की आय भी बढ़ेगी।

DESHBANDHU

DELHI

22 JANUARY 2026

बेहतर हवाई कनेक्टिविटी से प्रदेश में पर्यटन को मिलेगा बढ़ावा : सुक्खू



शिमला, 21 जनवरी (देशबन्धु)। मुख्यमंत्री टाकूर सुखविन्द सिंह सुक्खू ने आज शिमला के संजौली हेलीपोर्ट से हेलीकॉप्टर सेवाओं का शुभारम्भ किया। इसके साथ ही संजौली हेलीपोर्ट से कुल्लू जिला के भूतर हवाई अड्डा और किन्नीर जिला के रिकांगपिओ (आईटीबीपी हेलीपैड) के लिए रोजाना हेलीकॉप्टर उड़ानें शुरू हो गई हैं। इसके अलावा, चंडीगढ़ से संजौली हेलीपोर्ट के बीच सप्ताह में तीन दिन, सोमवार, शुक्रवार और शनिवार हेलीकॉप्टर सेवाओं का संचालन किया जाएगा। हेलीकॉप्टर का किराया संजौली से कुल्लू 3,500 रुपये प्रति यात्री, संजौली से रिकांगपिओ 4,000 रुपये प्रति यात्री तथा संजौली से चंडीगढ़ 3,169 रुपये प्रति यात्री निर्धारित किया गया है।

■ मुख्यमंत्री ने संजौली हेलीपोर्ट से हेलीकॉप्टर सेवाओं का शुभारम्भ किया

शौभ्र ही संजौली, रामपुर, रिकांगपिओ और संजौली, मनाली (सासे हेलीपैड) के लिए भी हेलीकॉप्टर सेवाएं शुरू की जाएंगी। इसके लिए डीजीसीए को प्रस्ताव भेजे गए हैं। मुख्यमंत्री ने कहा कि ये सेवाएं पर्यटन से जुड़े लोगों और आम जनता दोनों के लिए बहुत फायदेमंद होगी। यह एक पुरानी मांग थी, जो अब पूरी हो गई है।

इस सेवा से यात्रा सुविधाजनक होने के साथ-साथ समय की बचत भी होगी। उन्होंने कहा कि संजौली हेलीपोर्ट आईजीएमसी अस्पताल के पास है, जिससे मेडिकल इमरजेंसी में भी काफी मदद मिलेगी। राज्य सरकार पर्यटन को बढ़ावा देने के लिए निरंतर प्रयास कर रही है और हेलीकॉप्टर सेवाओं से राज्य की हवाई कनेक्टिविटी मजबूत होगी। मुख्यमंत्री ने कहा कि सरकार हर जिले के मुख्यालय और प्रमुख पर्यटन स्थलों पर हेलीपोर्ट बना रही है।

चकेरी एयरपोर्ट का जल्द होगा विस्तार, बढ़ेंगी उड़ान व सुविधाएं

अभी 50 एकड़ पर है हवाई अड्डा, **जमीन अधिग्रहण** करेगा केडीए

जागरण संवाददाता, कानपुर : चकेरी एयरपोर्ट के विस्तार की तैयारी है ताकि यात्रियों को आधुनिक सुविधाएं मुहैया कराई जा सकें। एयरपोर्ट से अभी चार शहरों के लिए ही फ्लाइट है। एयरपोर्ट विस्तार के बाद और शहरों की हवाई कनेक्टिविटी बढ़ेगी। 50 एकड़ में बने एयरपोर्ट विस्तार के लिए जमीन चिह्नित व अधिग्रहण करने की जिम्मेदारी केडीए को दी गई है। वहीं जाजमऊ में सीवरेज फार्म की 1257 एकड़ जमीन पर एरो सिटी भी लाने की तैयारी है।

मंडलायुक्त के विजयेन्द्र पांडेयन ने केडीए उपाध्यक्ष **मदन सिंह गब्याल** को पत्र लिखा है कि एयरपोर्ट के विस्तारीकरण के लिए केडीए जमीन उपलब्ध कराए। उपाध्यक्ष ने बताया कि चकेरी एयरपोर्ट के लिए जमीन चिह्नित करने को टीम गठित करके सर्वे किया जाएगा। पहले देखा जाएगा कि एयरपोर्ट के आसपास प्राधिकरण की जमीन है और कितनी अधिग्रहण करनी होगी। इसको लेकर एयरपोर्ट के अफसरों से भी बात की जाएगी। वहीं एरो सिटी के लिए सीवरेज फार्म जाजमऊ में जगह चिह्नित की गई है। नगर निगम अपनी जमीन बता रहा है। शासन के फैसले के बाद आगे कार्रवाई होगी।

● मंडलायुक्त ने केडीए उपाध्यक्ष को लिखा पत्र, सर्व करेगी टीम

● जाजमऊ में 1257 एकड़ में एरो सिटी लाने की चल रही तैयारी

150 करोड़ से बने नए टर्मिनल पर एक साथ तीन हवाई जहाज खड़े हो सकते हैं

150 चार पहिया वाहनों के लिए पार्किंग की व्यवस्था की गई है नए टर्मिनल पर



चकेरी हवाई अड्डा ● जागरण आर्काइव

विस्तार के बाद यात्रियों को मिलेंगी ये सुविधाएं

एयरपोर्ट पर शापिंग एरिया, लाउंज, बेहतर वेटिंग स्पेस और अन्य सुविधाएं उपलब्ध कराने की योजना है। विस्तार के बाद यहां पर उड़ानों की संख्या भी बढ़ेगी। अभी केवल हैदराबाद, बेंगलुरु, दिल्ली और मुंबई की फ्लाइट की सुविधा है। दिल्ली और मुंबई की उड़ान नियमित है। हैदराबाद की फ्लाइट सप्ताह में चार दिन तो बेंगलुरु की फ्लाइट तीन दिन ही है।

नए टर्मिनल की विशेषताएं

- 6243 वर्गमीटर में बने नए टर्मिनल का कुल क्षेत्रफल 50 एकड़ है।
- 400 यात्रियों की एक साथ आवाजाही हो सकती है।
- आठ चेक इन काउंटर से यात्रियों के लिए त्वरित आवाजाही होती है।
- 850 वर्ग मीटर में फैले कंसेशियर एरिया में यात्रियों के लिए खरीदारी और भोजन की विविध रेंज पेश करने की क्षमता।
- दृष्टिबाधित यात्रियों के लिए स्पर्श पथ भी है।
- 100 केडब्ल्यूपी की क्षमता का सौर ऊर्जा संयंत्र लगाया गया है।
- 200 यात्री वाले बड़े विमान भी यहां पर आ और जा सकते हैं।
- भवन डबल इंसुलेटेड रूफिंग सिस्टम से बना है। इससे सर्दी, वर्षा, गर्मी का यात्रियों को ज्यादा अहसास नहीं होता है।

Delhi runway closure may push airfares up

YARUQHULLAH KHAN
New Delhi, January 21

AIRFARES FROM DELHI are likely to come under upward pressure over the next few months as the closure of one of the Capital's key runways raises concerns over reduced capacity during the peak summer travel season.

Runway 11R/29L at Indira Gandhi International Airport will be shut from February 16 for at least four months for maintenance work. While Delhi International Airport (DIAL) has said it will maintain current traffic levels during the period, airline executives and travel industry officials say even minor disruptions could quickly translate into higher fares.

"While DIAL has pledged to maintain 1,514 daily flight movements despite losing the third runway until early July, the commitment hinges on flawless execution and cooperative weather patterns," airline executives told *FE*. According to them, even a brief disruption could push up prices, particularly during the summer holiday period when demand is at its peak.

According to them, a 10%

UNDER PRESSURE

■ Runway 11R/29L at IGI Airport will be shut from February 16 for at least four months



■ The runway closure is expected to reduce effective capacity by 15-20% at certain times

■ A 10% reduction in airport capacity typically leads to a 5% increase in average fares

reduction in airport capacity typically leads to a 5% rise in average fares. With the runway closure expected to reduce effective capacity by 15-20% at certain times, fare spikes from Delhi are likely, especially during peak travel weeks.

DIAL has maintained that the impact will be minimal and that the airport will continue to handle around 1,514 scheduled daily flights, compared with about 1,550 currently.

The runway being shut is one of two equipped with Category III-B instrument landing

systems, which allow aircraft to land in extremely low visibility.

The February-to-June window overlaps with the tail end of Delhi's fog season, the onset of easterly winds, and the peak summer travel rush. "Wind remains the wildcard," according to executives. "During easterlies, arrival options shrink sharply. With 11R unavailable, capacity constraints become far more severe."

DIAL has said it will mitigate the impact by reconfiguring operations across the remaining runways.



Corporate Communications Directorate

THE FINANCIAL EXPRESS

DELHI

22 JANUARY 2026

NMIAL dispute: Trai to study telcos' concerns

OJASVI GUPTA
New Delhi, January 21

THE TELECOM REGULATORY Authority of India (Trai) on Wednesday said it is examining a set of concerns raised by the Cellular Operators Association of India (COAI) relating to right-of-way (RoW) access and commercial pricing arrangements in telecom infrastructure deployment for the Navi Mumbai International Airport (NMIAL).

Speaking to reporters on the sidelines of an event, Anil Kumar Lahoti, chairman, Trai, said: "Out of the four issues flagged by COAI, three are pertaining to right-of-way. Those are to be dealt under the right-of-way rules."

On the remaining issue around pricing, he said that so far, commercial arrangements have been governed by market forces, and there has been no necessity of a regulatory regime to control prices.

However, Lahoti added that if the matter requires regulation, Trai is obliged to follow

ANIL KUMAR LAHOTI, CHAIRMAN, TRAI

We will have to get all the data from the service providers, study it, come out with a consultation, then lay a framework



the due process. "As is the legal requirement, we have to prepare a regulatory framework. We will have to get all the data from the service providers, study it, come out with a consultation, then lay a framework," he said.

Trai has asked COAI to supply details of past agreements entered into by telcos, which it will examine to determine how to take the issue forward. It also clarified that pricing, if regulated would fall under Trai's mandate and that no specific reference from the

Department of Telecommunications (DoT) is required to pursue the matter based on COAI's complaint.

Telcos have argued that public private partnerships built facilities like the Navi Mumbai airport represent a growing frontier of infrastructure where private entities are creating bespoke revenue models which impact their access and cost efficiencies. Trai said it would consider these implications when assessing whether regulatory intervention is warranted.

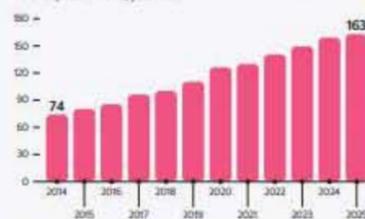
IS AN AIRPORT EVERY 50 DAYS EVEN NEEDED?

BY MANJUL PAUL

Nearly six in 10 new airports handle fewer than five flights daily, exposing the gap between infrastructural ambition and actual demand, and raising questions about policy planning.

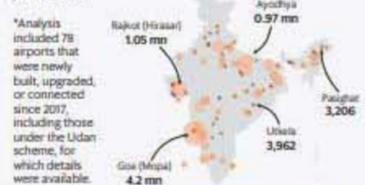
India added 89 new airports in 11 years, opening one every 45 days on average

Total airports in India, year-wise



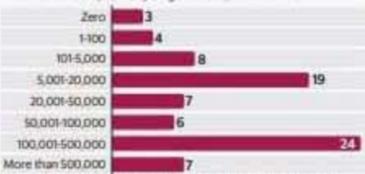
India's airport footprint has grown rapidly, but footfall remains low in several places

Airport footfall at new airports* in Jan-Nov 2025



At least 47 airports saw footfall of less than 100,000 in the first 11 months of 2025

Footfall at new airports*, by magnitude, in Jan-Nov 2025



*Analysis included 78 airports that were newly built, upgraded or connected since 2017, including those under the Udan scheme, for which details were available.

Sources: Civil aviation ministry, Airports Authority of India, Mint calculations

At least 48 airports saw fewer than five flights per day

Number of new airports* by their daily flight frequency in Jan-Nov 2025



*Analysis included 78 airports that were newly built, upgraded or connected since 2017, including those under the Udan scheme, for which details were available.

15 Udan airports, built for nearly ₹900 crore, are currently non-operational

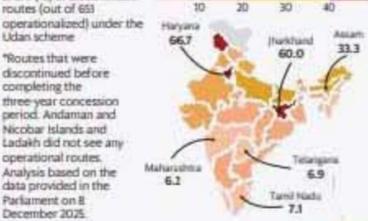
Details of 15 airports (out of 76*) under Udan that are non-operational currently



*Excludes heliports and water aerodromes. Analysis based on data provided in the Parliament on 1 December 2025.

North Indian states saw the sharpest failure rates of Udan routes

Share (%) of discontinued* routes (out of 68) operationalized) under the Udan scheme



*Routes that were discontinued before completing the three-year concession period. Andaman and Nicobar Islands and Lakshadweep did not see any operational routes. Analysis based on the data provided in the Parliament on 8 December 2025.

Civil aviation minister K. Ram Mohan Naidu often highlights India's rapid pace of airport creation—one new airport every 45–50 days. The claim checks out. Official data show India added 89 airports over the past 11 years.

The bigger question, however, is whether this expansion is sustainable.

A *Mint* analysis of 78 airports built, upgraded or connected since 2017 shows that nearly 60% recorded fewer than 10,000 domestic passenger footfalls a month on average in 2025. Aircraft movement was also thin, with close to the same proportion seeing fewer than five domestic flights a day. By comparison, the median Indian airport handles about 24,000 passengers a month and around seven aircraft movements daily.

This is not to say that all expansions have been underwhelming: Rajkot (Gujarat), Prayagraj and Ayodhya clocked in nearly a million passenger footfalls until November in 2025, signalling the immense potential many of these hubs may hold. However, there were also at least 15 airports and 123 routes that have been discontinued under the government's Udan (Ude Deshika Aam Nagrik) scheme—roughly accounting for a fifth of the total.

The reasons for the failure of many airports and routes are several, including a lack of demand in many Tier-2 and Tier-3 cities and a shortage of airline resources to complement the airport infrastructure.

The recent failure of IndiGo, a dominant player in the aviation

market, to comply with new Flight Duty Time Limitations (FDTL) paralysed the entire aviation system last month and exposed the need for a holistic development of the aviation sector, beyond airports.

"A lot of regional airports have come up even before there was sustained airline interest or where there was actual local demand in place," said Anikita Shah, vice president at Elara Capital.

The progress and the pangs

The progress in airport infrastructure all over the country picked up pace after the government launched Udan in 2016—a move to democratize aviation by making air travel affordable and accessible to common people in Tier-2 and Tier-3 cities. So far, the government has spent over ₹3,600 crore on 76 airports under the scheme.

The first Udan flight took off from Shimla's Jubbarhatti airport in April 2017. Eight years later, that same airport operated just two flights per day on average in 2025. By December, it was included in the list of airports that were temporarily suspended.

Along with Shimla, airports in Ludhiana, Pathankot, Aligarh, and Pakyong are among the 15 airports, built with an investment of nearly ₹900 crore, that are currently non-operational.

The government informed the Parliament that these were "temporarily non-operational" due to various reasons, including completion of the three-year Viability Gap Funding (VGF) tenure (that is the end of financial support from the government), shortage of aircraft, and leasing issues, among others. Out of the 15, the maximum non-operational status was in Uttar Pradesh at six.

There were several other airports that performed poorly in 2025. Airports like Mundra in Gujarat, Utkela in Odisha, and Pasighat in Arunachal Pradesh witnessed only 3,000–4,000 passenger footfall in the first 11 months of 2025. As many as 19 airports witnessed between 5,000 and 20,000 passenger footfall.

The heartening news is that there were 31 airports that saw over 100,000 passenger traffic, including seven that had over 500,000 passenger traffic.

AT A GLANCE

- Rapid infrastructure growth led to 89 new airports in 11 years, averaging one every 45–50 days. The government aims to reach 350–400 by 2047 to democratize domestic air travel.
- However, 60% of new or revived 78 airports analysed by *Mint* saw fewer than 10,000 monthly passengers—15 are non-operational due to low demand or resource crunch.
- Beyond infrastructure, the sector faces pilot duty regulation issues. Many routes also failed once government subsidies ended, exposing a lack of sustained airline interest.
- Experts say the focus should move from the number of airports to traffic intensity. Success depends on economic growth and aligning supply with actual regional demand.

These seven airports—Goa (Mopa), Rajkot (Gujarat), Prayagraj, Ayodhya, Hindon, Darbhanga, and Shirdi—however, suggest that an airport's success can hinge on a destination's popularity, cultural and tourism values, and proximity to major metro hubs.

Flying high

Even as the track record of new or revived airports signals the need to slow down on creating more airports, the government is aiming for at least 50 more airports over the next five years (continuing the current strike rate).

For 2047, the 100th year of India's independence, the government has set a target of taking the number of airports higher to 350–400 from 163 currently and passengers to 1 billion from 350 million currently.

Even going by the government's ambitious aim, the aviation industry will be ready to serve, in over two decades, only 14% of over 7 billion passengers that Indian Railways is already serving currently. The success of India's regional airports will depend on a broad-based economic growth.

"The amount of traffic at any airport is a function of the traffic in the surrounding area, which in turn depends upon the economic activity, international trade and investment, and global connectivity of the city," said Suprio Banerjee, vice president at Iera Ltd.

Banerjee, however, bets on the future.

"Although the percentage contribution of traffic from Udan airports to total traffic remains marginal, it has healthy long-term potential, given the significant under-penetration of air travel in India currently," he added.

At the same time, experts also believe that the rapid expansion in airports, which took place since 2017 and played an important role in providing connectivity to many regional areas, has been a supply-side measure, and demand has yet to catch up. The next phase of expansion should be waiting for a sustained trend of increase in demand in Tier-1 and Tier-2 cities.

"The key performance indicator should change from the number of airports to how the traffic intensity is moving and how the average spend on the airport per person is improving," Shah said.



Corporate Communications Directorate

MINT

DELHI

22 JANUARY 2026

Trai examining telcos' pricing issue in Navi Mumbai airport

New Delhi: The Telecom Regulatory Authority of India (Trai) is examining the pricing issue that telecom operators are facing for deploying network in and around Adani Group-backed Navi Mumbai International Airport, a top official said on Wednesday. Trai chairman Anil Kumar Lahoti said industry body COAI has approached it for intervention.

PTI

TRAI looks into Navi Mum airport network pricing

RAKESH KUMAR @ New Delhi

THE Telecom Regulatory Authority of India (TRAI) is examining the pricing issues faced by telecom operators in deploying networks in and around the Adani Group-backed Navi Mumbai International Airport, TRAI Chairman Anil Kumar Lahoti said.

Lahoti, speaking to media on Wednesday, said the Cellular Operators Association of India (COAI) has approached the regulator seeking intervention. He added that TRAI has sought additional details regarding the prices telecom service providers have paid in the past to set up networks. "The letter that COAI has written has raised four issues. Three of those pertain to right-of-way, and one relates to pricing. We have asked COAI to provide certain details on how agreements were entered into in the past. We will study those and then take further action," Lahoti said.

The dispute emerged after the newly operational Navi Mumbai International Airport, where passengers have reported a lack of mobile connectivity since commercial operations began. Through COAI, telecom service providers (TSPs) including Bharti Airtel, Reliance Jio and Vodafone Idea have alleged that Navi Mumbai International Airport Ltd (NMIAL) denied right-of-way (RoW) permissions and prevented them from deploying their own networks, including In-Building Solutions (IBS) infrastructure. The telcos claim this is contrary to provisions under the Telecommunications Act, 2023 and the RoW



We have asked COAI to provide certain details on how agreements were entered into in the past. We will study those and then take further action

Anil Kumar Lahoti, chairman, TRAI

Rules, 2024. NMIAL has rejected the allegations, stating BSNL is already in an advanced phase of testing its network at the airport. The airport operator said it has offered IBS services at rates aligned with prevailing industry standards and denied refusing RoW permissions. It warned that it would not "give in to any cartelisation."

Right-of-way refers to the rules and permissions governing the deployment and operation of telecom infrastructure by service providers on public and private property. COAI has also approached the Department of Telecommunications (DoT) seeking intervention, stating that its member TSPs — Airtel, Jio and VIL — had approached NMIAL for the necessary approvals to deploy telecom networks.



Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

22 JANUARY 2026

AI employee arrested for groping S Korean at Bengaluru airport

TIMES NEWS NETWORK

Bengaluru: An airline ground-handling staff member was arrested after a South Korean businesswoman alleged he sexually harassed her at Bengaluru airport while posing as authorised security staff.

The 32-year-old woman, who arrived in India on a tourist visa in Nov, accused Mohammed Affann Ahmed, 25, of inappropriately touching and hugging her in the international departure area Monday morning under the pretext of "manual frisking". Police said CCTV footage corroborates her account.

Ahmed, a ground staff member with Air India SATS and a resident of Kammanahalli in northeastern Bengaluru, was not authorised to conduct frisking. He was remanded in judicial custody Tuesday. A case of sexual harassment has been registered.

According to the complaint, the woman had cleared CISF and immigra-

Police said the man, ground staff member with Air India SATS, took the woman near a men's washroom and inappropriately touched her calling it 'manual frisking'

tion checks when Ahmed approached her around 10.45am, checked her boarding pass and claimed there was an issue with her checked-in baggage.

The accused allegedly told her rechecking would take time and asked her to accompany him.

Police said he took her near a men's washroom, where he allegedly touched her chest and private parts while calling it "manual frisking". When she protested, he allegedly hugged her, thanked her and asked her to leave.

Airport officials detained Ahmed after the woman reported the matter and alerted police.

AMAR UJALA

DELHI

22 JANUARY 2026

तालाब में गिरा वायुसेना का विमान, पायलट सुरक्षित स्थानीय युवकों ने पायलट को सुरक्षित निकाला



प्रयागराज में तालाब में गिरे वायुसेना के विमान को निकालने में जुटे कर्मी। संवाद

प्रयागराज। भारतीय वायुसेना का एक प्रशिक्षण विमान तकनीकी खराबी के बाद शहर के एक तालाब में जा गिरा। विमान में सवार दोनों पायलट सुरक्षित हैं। स्थानीय लोगों ने उन्हें तालाब से सुरक्षित निकाला। वायुसेना के दो सीटर विमान एम-116 ने बुधवार सुबह करीब 11:30 बजे बमरीली एयरफोर्स स्टेशन से नियमित उड़ान भरी। इसे ग्रुप कैप्टन जेके पांडेय और ग्रुप कैप्टन प्रवीण अग्रवाल उड़ा रहे थे। दोपहर करीब 12:15 बजे विमान तालाब में गिरा।

प्रयागराज में हादसा

कोर्ट ऑफ़ इनक्वायरी गठित : रक्षा मंत्रालय के प्रवक्ता एवं विंग कमांडर देवार्थो धर ने बताया कि इस मामले में कोर्ट ऑफ़ इनक्वायरी गठित कर दी गई है। जलकुंभी हटाकर विमान को सुरक्षित निकालने का काम चल रहा है। संवाद



Corporate Communications Directorate

AMAR UJALA

DELHI

22 JANUARY 2026

2024 में डीजीसीए ने जारी किए रिकॉर्ड 1,628 वाणिज्यिक पायलट लाइसेंस

नई दिल्ली। देश के नागरिक उड़डयन क्षेत्र में 2024 एक ऐतिहासिक साल रहा। सरकार ने बताया कि नागरिक उड़डयन महानिदेशालय (डीजीसीए) ने वर्ष 2024 में 1,628 वाणिज्यिक पायलट लाइसेंस (सीपीएल) जारी किए, जो अब तक किसी भी एक वर्ष में सबसे अधिक हैं।

नागरिक उड़डयन मंत्रालय के अनुसार, पिछले 8 वर्षों में पायलट लाइसेंस जारी करने की संख्या में डारि गुना से अधिक बढ़ोतरी हुई है। आंकडों के मुताबिक, 2018 में 640, 2019 में 744, 2020 में 578, 2021 में 862, 2022 में 1,165, 2023 में 1,622 और 2024 में 1,347 सीपीएल जारी किए गए थे। हालांकि 2024 में कुल 1,628 लाइसेंस जारी होना अब तक का सर्वाधिक आंकडा है। मंत्रालय ने 2024 के दौरान नागरिक उड़डयन क्षेत्र की प्रमुख गतिविधियों की जानकारी देते हुए कहा कि हवाई किरायों पर भी लगातार नजर रखी गई। इसके लिए रियल-टाइम डाटा के जरिए एयरलाइंस और ऑनलाइन ट्रेवल प्लेटफॉर्म के साथ समन्वय किया गया। दिसंबर में इंडिगो की परिचालन दिक्कतों के दौरान सरकार ने नियामकीय शक्तियों का इस्तेमाल करते हुए प्रभावित रूटों पर किराया सीमा लागू की। एजेसी



Corporate Communications Directorate

AMAR UJALA

DELHI

22 JANUARY 2026

खराब सेवाओं पर 1.5 लाख मुआवजा दे एअर इंडिया : उपभोक्ता फोरम



नई दिल्ली। दिल्ली उपभोक्ता फोरम ने 2023 में दिल्ली-न्यूयॉर्क फ्लाइट के दौरान खराब सुविधाओं का सामना करने वाले पिता-पुत्री को हुई मानसिक परेशानी के लिए एअर इंडिया को 1.5 लाख रुपये मुआवजा देने को कहा है। जिला उपभोक्ता विवाद निवारण आयोग ने रौलेंद्र भटनागर और उनकी बेटी की शिकायत पर यह आदेश दिया। उपभोक्ता आयोग ने कहा कि भारी रकम लेने के बावजूद एअर इंडिया बुनियादी सुविधाएं देने में नाकाम रही। ब्यूरो



Corporate Communications Directorate

BUSINESS LINE

DELHI

22 JANUARY 2026

Govt sets up panel to allot slots vacated by IndiGo

NO TURBULENCE. Airline vows no disruptions post Feb 10 when DGCA relaxation ends

Aneesh Phadnis
Mumbai

The government has put in place a mechanism to redistribute slots vacated by IndiGo following a 10 per cent cut in its schedule even as the airline operator is stepping up pilot hiring to sustain operations.

While a committee has been appointed to examine other airlines' requests for slots, the Directorate-General of Civil Aviation is closely monitoring IndiGo's operations to ensure that mass disruptions do not recur.

The airline on Monday assured the DGCA of operational stability post February 10 when the flight duty time relaxation granted by the regulator ends. IndiGo informed the regulator it has adequate pilot availability to maintain its reduced operations. The airline has 2,400 Airbus captains against the required 2,280.

SLOT ALLOCATIONS

Last week, the Civil Aviation



FLEET STRENGTH. The airline's truncated operations are likely to continue till March-end and even extend into summer

Ministry formed a seven-member committee to examine the redistribution of slots vacated by IndiGo in line with guidelines.

Currently, the airline is operating around 2,200 daily flights (domestic plus international). The service reductions are expected to continue till March-end and may even extend into summer.

On January 9, the Ministry said the committee shall ensure that allocation shall be carried out in a fair, transparent and equitable manner, keeping in view the ability of airlines to enhance capacity to operate on the cancelled slots. This includes not only aircraft capacity but also availability of pilots, cabin crew and ground support equipment. Slots would be

cancelled and re-assigned in case airlines fail to share preparedness, it said.

Earlier, the regulator asked other carriers to submit details on planned fleet addition. Subsequently, it shared details on flights cancelled by IndiGo with the rival airlines.

SELECTIVE CUTS

While the government is taking proactive steps for growth, aviation industry executives are sceptical if there will be many takers for the slots vacated by IndiGo. This is because the reduction has been done such that the same flight is not cut over the entire period. The airline has not cut flights from Delhi and Mumbai but reduced services on other routes.

Flights being reduced also include late night or red-eye departures.

A government official said it will be up to the airlines to decide whether they want to take over the IndiGo slots or seek fresh ones.

On December 9, 2025, the DGCA directed IndiGo to reduce its schedule by 10 per cent across sectors, especially on high-demand and high-frequency routes. The airline was also asked to avoid single flight routes.

Airline steps up pilot hiring

Rohit Vaid
New Delhi

IndiGo is seeking to onboard around 50 pilots per month even as it plans to maintain its current daily schedule of about 1,900 domestic flights, following the reimplementation of flight duty time limitation (FDLT) norms, sources told *businessline*.

Details p10



Corporate Communications Directorate

BUSINESS LINE

DELHI

22 JANUARY 2026

IndiGo steps up pilot hiring to sustain domestic operations post reimplementation of duty rules

Rohit Vaid
New Delhi

Airline major IndiGo is seeking to onboard around 50 pilots per month even as it plans to maintain its current daily schedule of about 1,900 domestic flights, following the reimplementation of flight duty time limitation (FDTL) norms, sources told *businessline*.

The move, according to sources, comes even as IndiGo suffered a material impact of over ₹1,800-2,000 crore.

MAJOR DISRUPTION

During the early-December disruption, 2,507 flights were cancelled and 1,852 delayed, affecting over three lakh passengers.

Under the monitoring programme, IndiGo's representatives met the regulator on Monday.

Sources said the airline is attempting to hire around 50

first officers per month, while "operational parameters remain stable with buffers in place. Additional headcount might increase from 80-100 new pilots."

IndiGo reported adequate pilot availability against projected requirements.

ADEQUATE BUFFERS

The airline, as per sources, informed the regulator of its intent to continue building adequate buffers.

At present, the Centre directed IndiGo to reduce its flight schedule by 10 per cent across sectors to stabilise operations and curb cancellations.

Besides this, the Directorate General of Civil Aviation (DGCA) asked the airline to avoid high-demand, high-frequency routes and single-flight sectors, leading it to lower its capacity and revenue guidance for the third quarter of the financial year 2026.

"Operations are currently

limited to between 1,860 and 1,900 domestic flights per day.

This schedule is likely to be maintained after February 10, although a final decision on their schedule is expected to be taken as early as next week," sources said.

Last month, the DGCA granted IndiGo a temporary exemption from the revised FDTL norms after severe rostering disruptions following the rollout of the new rules, which came into effect on November 1.

The updated norms prescribe duty hours, mandatory rest periods and flight-time limits, with airlines required to fully comply with Phase II from February 20, 2026.

ADDITIONAL PILOTS

Further, to stabilise operations, IndiGo wet-leased aircraft, hired pilots, and has been advised to revise pilots' key performance indicators and limit deadheading.

In addition, the regulator said IndiGo had assured it of operational stability and no flight cancellations after February 10, following the withdrawal of temporary FDTL exemptions.

RECOVERY BUFFERS

According to the regulator, IndiGo's planning processes failed to maintain adequate roster and recovery buffers, with crew rosters operating close to permissible duty limits.

"There was an overriding focus on maximising utilisation of crew, aircraft, and network resources, which led to reduced roster buffer margins," the regulator said in an official statement on Tuesday.

Additionally, the DGCA said that the sustained regulatory oversight and corrective measures undertaken by IndiGo had resulted in stabilisation of operations and improvement in service reliability.



Corporate Communications Directorate

DAINIK BHASKAR

JAIPUR

21 JANUARY 2026

जयपुर : आज से 26 जनवरी तक दिल्ली की 2 फ्लाइट रद्द

जयपुर | जयपुर से दिल्ली जाने वाले यात्रियों को आज से परेशानी का सामना करना पड़ेगा। ऐसा इसलिए क्योंकि जयपुर-दिल्ली रूट की 2 फ्लाइट्स 26 जनवरी तक रद्द रहेंगी। इसमें 1 एयर इंडिया और 1 इंडिगो एयरलाइंस की फ्लाइट है। एयरपोर्ट से मिली जानकारी के अनुसार इंडिगो की सुबह 11:35 बजे दिल्ली जाने वाली फ्लाइट 6ई-130 26 जनवरी तक रद्द रहेगी। ये संचालन कारण की वजह से रद्द की गई है। वहीं एयर इंडिया की दोपहर 1:30 बजे वाली फ्लाइट एआई-1844 भी 26 जनवरी तक रहेगी रद्द रहेगी। ये दिल्ली में होने वाले गणतंत्र दिवस के कार्यक्रम की वजह से रद्द रहेगी। इनके रद्द होने से दिल्ली जाने वाले यात्रियों को परेशानी का सामना करना पड़ेगा। एयरलाइंस ने यात्रियों को रिफंड और वैकल्पिक फ्लाइट्स का विकल्प दिया है। एयरपोर्ट प्रबंधन ने यात्रियों को सलाह दी है कि वे एयरपोर्ट आने से पहले अपनी फ्लाइट का स्टेटस एयरलाइंस की वेबसाइट या कस्टमर केयर से जरूर कंफर्म कर लें। गौरतलब है कि जयपुर से दिल्ली के लिए रोजाना 10 फ्लाइट (शनिवार को 1 फ्लाइट) संचालित होती हैं।

इंडिगो का भरोसा, 10 फरवरी के बाद नहीं रद होगी उड़ान

जागरण ब्यूरो, नई दिल्ली : देश की सबसे बड़ी एयरलाइन इंडिगो ने नागरिक उड्डयन महानिदेशालय (डीजीसीए) को आश्वासन दिया है कि 10 फरवरी 2026 के बाद उसकी कोई उड़ान रद नहीं होगी। कंपनी ने यह भरोसा इस आधार पर दिया है कि उसके पास जितनी नियमित उड़ानें हैं, उसके हिसाब से पर्याप्त पायलट और क्रू हैं। एयरलाइन ने दावा करते हुए यह भी कहा है कि जितनी जरूरत है, उससे ज्यादा पायलट उसके पास हैं। इस बारे में डीजीसीए की तरफ से यह जानकारी दी गई है कि 10 फरवरी, 2026 को इंडिगो को कुल 4,330 पायलटों की जरूरत होगी। जबकि उसके पास 4,640 पायलट होंगे। इससे नई फ्लाइट ड्यूटी टाइम लिमिटेशन (एफडीटीएल) नियमों का पूरी तरह पालन सुनिश्चित हो सकेगा और परिचालन में कोई



सोमवार को डीजीसीए के साथ इंडिगो के शीर्ष प्रबंधन की बैठक इंडिगो ने बताया, जरूरत 4330 पायलटों की, हमारे पास हैं 4640

व्यवधान नहीं आएगा।

उड्डयन नियामक ने बताया कि 10 फरवरी के बाद परिचालन स्थिर रहेगा। 10 फरवरी इंडिगो एयरलाइंस के लिए नियामक एजेंसी की तरफ से तय डेडलाइन है, जिसके बाद एयरलाइन को पूरी तरह से नए और सख्त फ्लाइट ड्यूटी टाइम लिमिटेशन नियमों का पालन करना होगा। इसके बाद कोई छूट नहीं मिलेगी। एयरलाइन

इंडिगो दे रहा महत्वपूर्ण आपरेशनल पैरामीटर्स पर लगातार साप्ताहिक और पाक्षिक रिपोर्ट

डीजीसीए ने कहा है कि उसके निर्देश के अनुसार, इंडिगो महत्वपूर्ण आपरेशनल पैरामीटर्स पर लगातार साप्ताहिक और पाक्षिक रिपोर्ट्स दे रहा है। कंपनी की तरफ से अभी तक कुल चार साप्ताहिक रिपोर्ट, तीन पाक्षिक रिपोर्ट पेश की गई हैं और

डीजीसीए की तरफ से आयोजित होने वाली हर साप्ताहिक बैठकों में इंडिगो के प्रतिनिधि उपस्थित होते हैं। नियामक ने स्पष्ट किया कि सार्वजनिक हित में कुछ अस्थायी छूटें दी गईं, लेकिन सुरक्षा से कोई समझौता नहीं किया गया।

के पास अभी कमांड पायलट (पीआइसी) 2400 हैं, जबकि आवश्यकता 2,280 की है। इसी तरह फर्स्ट आफिसर (को-पायलट) 2,240 हैं जबकि जरूरत 2,050 की है। इससे प्रोजेक्टेड आपरेशनल जरूरतों के मुकाबले पर्याप्त पायलट उपलब्ध हैं। दिसंबर, 2025 के पहले हफ्ते में भारतीय हवाई सेवा में 62 प्रतिशत हिस्सेदारी रखने वाली इंडिगो की सैकड़ों फ्लाइट

रद हुई थी या उन्हें काफी विलंब से चलाया गया था। सिर्फ तीन से पांच दिसंबर के बीच 2,507 उड़ानें रद हुईं और 1,852 उड़ानें विलंबित रहीं। इससे देशभर के हवाई अड्डों पर तीन लाख से अधिक यात्रियों को परेशानी हुई। जांच में पाया गया कि क्रू मैनेजमेंट में गड़बड़ी, अपर्याप्त नियामक तैयारी, सिस्टम साफ्टवेयर की कमियां और आपरेशनल कंट्रोल में खामियां मुख्य कारण थे।



Corporate Communications Directorate

DAINIK NAVJYOTI

JAIPUR

21 JANUARY 2026

फ्लाइटों का संचालन रहेगा प्रभावित

राष्ट्रीय राजधानी दिल्ली में गणतंत्र दिवस पर आयोजित परेड के चलते जयपुर से दिल्ली जाने वाली फ्लाइटों का संचालन प्रभावित रहेगा। एयरपोर्ट सूत्रों से मिली जानकारी के अनुसार इंडिगो एयरलाइन्स की सुबह 11.35 बजे दिल्ली जाने वाली फ्लाइट 6ई 130, और दोपहर 1.55 बजे रवाना होने वाली फ्लाइट 6ई 5096 26 जनवरी तक संचालित नहीं होंगी। इसी प्रकार एयर इंडिया की फ्लाइट ए1 1844 भी बुधवार से रद्द रहेगी।



Corporate Communications Directorate

THE ECONOMIC TIMES

DELHI

22 JANUARY 2026

DGCA Issues Record 1,628 Pilot Licences in 2024

New Delhi: The Directorate General of Civil Aviation (DGCA) issued 1,628 commercial pilot licenses in 2024, the highest ever for any year. The civil aviation ministry said record number of pilot licenses were issued by the



DGCA last year. As many as 1,628 Commercial Pilot Licenses (CPLs) were issued in 2024, marking an all-time

high number in the history of Indian civil aviation, it said in a release. "The number of Commercial Pilot Licenses have been increased by more than 2.5 times in the last eight years. The number of CPLs issued in India over the preceding years is as follows: 640 in 2018, 744 in 2019, 578 in 2020, 862 in 2021, 1,165 in 2022, 1,622 in 2023 and 1,347 in 2024," it said. —PTI

Regulating better

The IndiGo episode highlights regulatory gaps and the costs of excessive concentration

CLAIMS BY INDIGO that it has put its house in order after last month's operational collapse—which left over 300,000 passengers stranded following mass flight cancellations—need close and independent verification by the regulator. The Directorate General of Civil Aviation (DGCA), which must accept its share of responsibility for the episode, now has a duty to ensure that the airline has adequate pilots to sustain its operations while fully complying with flight duty time limitation (FDTL) norms. So far, the response has been underwhelming. The penalty of ₹22.2 crore imposed for the cancellation of 2,507 flights and delays to another 1,852 between December 3 and 5 is modest relative to the scale of disruption. More inexplicably, the findings of the enquiry committee are yet to be made public. Unless these are disclosed and followed by firmer action, the perception that the regulator is being unduly lenient towards the airline will only grow.

The DGCA has identified inadequate regulatory preparedness, poor crew management, and weaknesses in system and software support as key contributors to the chaos. But this raises an obvious question: how did the regulator fail to detect that the country's largest airline was operating with such thin pilot buffers? One expects far more rigorous oversight, especially of crew strength and contingency margins, given the systemic risks involved. The regulator has since stated that IndiGo failed to identify operational vulnerabilities in time and that buffer margins were eroded by an aggressive push to maximise aircraft and crew utilisation. It has acknowledged that "roster integrity" was compromised, systems were overstretched, and operations pushed to a point that resulted in an operational meltdown and breaches of FDTL norms.

These findings are troubling, not least because they suggest passenger safety may have been at risk. More worrying still is why the regulator was seemingly unaware of these shortcomings until after the crisis unfolded—and why it did not act sooner. Even after assessing the situation, the DGCA did not issue travel advisories to warn passengers. This falls short of what is expected from a vigilant regulator. While IndiGo has been given time until February to comply with FDTL requirements, the DGCA must ensure that no airline is allowed to reach such a precarious position again. With a market share exceeding 60%, any disruption at IndiGo has outsized consequences for the country's aviation network. India's aviation sector has effectively become an oligopoly dominated by IndiGo and Air India, with smaller carriers such as SpiceJet and Akasa struggling to keep pace. It may be some time before these players scale up meaningfully, and there appears to be no immediate new competition on the horizon.

This calls for broader introspection on why the world's fastest-growing aviation market has so few viable airlines and such skewed market shares. To be fair, IndiGo has built an efficient operation and won passenger loyalty through competitive fares and punctuality. But excessive concentration in a critical sector like aviation is unhealthy. Policymakers should consider measures—including rationalising or subsidising aviation turbine fuel (ATF)—to help smaller carriers expand. ATF in India is subject to a patchwork of state-level taxes that often push prices well above international benchmarks, putting domestic carriers at a structural disadvantage. Several countries have recognised aviation as critical infrastructure and reduced or harmonised fuel taxes to support airline viability, connectivity, and competition. Without similar reform, concentration in the sector will increase, increasing systemic risk for the aviation market.





Corporate Communications Directorate

HINDUSTAN

DELHI

22 JANUARY 2026

कुछ अलग | एयरक्राफ्ट गिरते ही जान की परवाह किए बिना तालाब में छलांग लगाई, दस मिनट की मशक्कत के बाद बचाकर निकाल लाए

तालाब में गिरे विमान से दो पायलटों को बचा लाए लोग

इनसे सीखें

प्रयागराज, वरिष्ठ संवाददाता। वायुसेना का हल्का विमान बुधवार को तकनीकी खराबी आने पर प्रयागराज में दुर्घटनाग्रस्त हो गया। दोनों पायलटों ने पैराशूट की मदद से जलकुंभी से भरे तालाब में इसकी क्रेश लैंडिंग कराई। आसपास के लोगों ने जान की परवाह न करते हुए तत्परता दिखाई और दोनों पायलटों को तालाब से बाहर निकाल लाए।

तालाब में विमान की क्रेश लैंडिंग होते ही छितपुर और मलाकराज बस्ती में अफरातफरी मच गई। आवाज



प्रयागराज में बुधवार को क्रेश लैंडिंग के बाद तालाब में फंसा वायुसेना का विमान। • एजेसी

सुनकर आसपास के लोग घटनास्थल की ओर दौड़ पड़े। दोनों पायलटों को हाथ हिलाते देख स्थानीय निवासी लाल साहब निषाद, पंकज सोनकर

और आलोक यादव बिना समय गंवाए तालाब में उतर गए। कई बीघे में फैले जलकुंभी से भरे तालाब में किसी तरह तीनों विमान तक पहुंचे और पायलटों

तबीयत की चिंता नहीं की

लाल साहब निषाद मलाकराज में किराये पर रहते हैं और टेला लगाकर परिवार का भरणपोषण करते हैं। घटना के समय तबीयत खराब होने के कारण वो आराम कर रहे थे। लेकिन उन्होंने अपनी सेहत की परवाह किए बिना तुरंत तालाब की ओर दौड़ लगा दी और दोनों पायलट के प्राण बचा लाए।

को सुरक्षित बाहर निकालने का प्रयास शुरू किया। जलकुंभी के कारण एयरक्राफ्ट का दरवाजा नहीं खुल पा रहा था, लेकिन युवकों ने दस मिनट

आसान नहीं था बचाव

मलाकराज निवासी पंकज सोनकर ने बताया कि तालाब में जाते ही दलदल और जलकुंभी की वजह से पैर धंसने लगे थे लेकिन दोनों पायलटों को बचाने का विचार मन में चल रहा था। वहीं, आलोक यादव ने बताया कि गेट न खुलने पर मुश्किल बढ़ गई। शीशा तोड़ने के लिए ईंट का टुकड़ा हाथ में लिया गया था, लेकिन गेट खुल गया और दोनों पायलट बाहर आ गए।

की मशक्कत के बाद गेट खोलकर पायलटों को निकालकर किनारे तक ले आए। दोनों पायलटों ने प्राण रक्षकों को गले लगाकर धन्यवाद दिया।



Corporate Communications Directorate

HINDUSTAN

DELHI

22 JANUARY 2026

एयर इंडिया पर डेढ़ लाख रुपये का जुर्माना लगाया

नई दिल्ली, कार्यालय संवाददाता। नई दिल्ली जिला उपभोक्ता विवाद निवारण आयोग ने खराब सेवाओं के मामले में एयर इंडिया को झटका देते हुए पिता-पुत्री को डेढ़ लाख रुपये मुआवजा देने का निर्देश दिया है।

आयोग ने माना कि दिल्ली-न्यूयॉर्क की उड़ान के दौरान यात्रियों को टूटी सीटें, गंदे शौचालय, खराब भोजन

और असहयोगी केबिन क्रू जैसी समस्याओं का सामना करना पड़ा। यह आदेश आयोग अध्यक्ष पूनम चौधरी और न्यायिक सदस्य शेखर चंद्रा की पीठ ने पारित किया।

शिकायत शैलेंद्र भटनागर और उनकी बेटी ने की थी। दोनों सितंबर 2023 में एयर इंडिया की दिल्ली-न्यूयॉर्क फ्लाइट से इकोनॉमी क्लास में

यात्रा कर रहे थे। पिता-पुत्री ने आरोप लगाया गया कि विमान की कई सीटें टूटी हुई थीं। एंटरटेनमेंट सिस्टम काम नहीं कर रहा था, शौचालय वेहद गंदे और बदबूदार थे। भोजन की गुणवत्ता बहुत खराब थी। वहीं, एयर इंडिया ने आयोग के समक्ष इन आरोपों को निराधार बताते हुए कहा कि उड़ान से पहले विमान की इंजीनियरिंग विभाग

ने पूरी जांच की थी और उसमें कोई खामी नहीं पाई गई।

एयरलाइन के वकील ने दलील दी कि शिकायतकर्ता कथित तौर पर अनुचित लाभ हासिल करने के इरादे से आरोप लगा रहे हैं। हालांकि, आयोग ने एयरलाइन की दलीलों को स्वीकार नहीं किया और यात्रियों के पक्ष में फैसला सुनाया।



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22 JANUARY 2026

डीजीसीए का इलेक्ट्रॉनिक पायलट लाइसेंस लॉन्च

नई दिल्ली, विशेष संवाददाता। नागरिक उड्डयन महानिदेशालय (डीजीसीए) ने विमानन क्षेत्र में डिजिटल बदलाव की दिशा में एक और बड़ा कदम उठाते हुए एयरलाइन ट्रांसपोर्ट पायलट लाइसेंस (एटीपीएल) धारकों के लिए इलेक्ट्रॉनिक पायलट लाइसेंस की शुरुआत कर दी है।

डीजीसीए के महानिदेशक फैज अहमद किदवाई ने बुधवार को औपचारिक रूप से ईपीएल का शुभारंभ किया। इससे पहले बीते वर्ष

फरवरी में कमर्शियल पायलट लाइसेंस (सीपीएल) धारकों के लिए ईपीएल की शुरुआत की गई थी, जिसके बाद भारत दुनिया का दूसरा देश बना था, जिसने अंतरराष्ट्रीय नागरिक उड्डयन संगठन के मानकों के अनुसार यह डिजिटल लाइसेंस प्रणाली लागू की। नई व्यवस्था के तहत पायलट अब अपने लाइसेंस और अन्य जरूरी दस्तावेज को मोबाइल या डिजिटल माध्यम से कहीं देख सकेंगे और जांच के लिए प्रस्तुत कर सकेंगे।



Corporate Communications Directorate

HINDUSTAN TIMES

PATNA

21 JANUARY 2026

Corrective measures helped stabilise IndiGo ops: DGCA

Press Trust of India

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NEW DELHI: Aviation watchdog Directorate General of Civil Aviation (DGCA) on Tuesday said sustained regulatory oversight as well as corrective measures have helped stabilise operations at IndiGo, and the airline now has an adequate number of pilots to ensure compliance with the new flight duty norms without disruptions.

Days after slapping penalties totalling ₹22.20 crore on IndiGo for last month's massive flight disruptions, the regulator also said it was closely monitoring the airline's operations with "particular emphasis on roster integrity, crew availability, buffer adequacy, system robustness, and adherence to FDTL (flight duty time limitations) requirements".

The DGCA said that during the review meeting on January 19, IndiGo reported adequate pilot availability against projected operational requirements after February 10.

Citing the airline's submissions, the DGCA said there are

DGCA SAID THE AIRLINE NOW HAS AN ADEQUATE NUMBER OF PILOTS TO ENSURE COMPLIANCE WITH THE NEW FLIGHT DUTY NORMS

2,400 pilots in command (PICs) as against the requirement for 2,280, and the number of first officers is 2,240 compared to the requirement for 2,050.

In the wake of the massive disruptions, DGCA had curtailed the airline's winter schedule by 10% until February 10.

During the meeting, IndiGo assured operational stability and no flight cancellations after February 10, 2026, based on the current approved network, above crew strength, and the removal of the two FDTL exemptions approved on December 6, 2025, the watchdog said in a statement.

Between December 3 and 5, the DGCA said, 2,507 flights were cancelled, and 1,852 flights

were delayed, impacting over 3 lakh passengers at airports across the country.

The watchdog mentioned that the disruptions stemmed from mismanagement of adequate flight crew, inadequate regulatory preparedness at the operator level, and shortcomings in system software support, management structure, and operational control.

"The airline's planning processes did not adequately identify operational deficiencies or maintain sufficient operational buffers. There was an overriding focus on maximising utilisation of crew, aircraft, and network resources, which led to reduced roster buffer margins.

"Crew rosters were designed to operate at the limits of permissible duty periods, with increased reliance on dead-heading, tail swaps, extended duty patterns, and minimal recovery margins. This approach compromised roster integrity and operational resilience and adversely impacted the effective implementation of the revised FDTL provisions," the statement said on Tuesday.



Corporate Communications Directorate

MINT

DELHI

22 JANUARY 2026

Investors eye IndiGo's Q3 performance

Abhishek Law & Dipali Banka
NEW DELHI/MUMBAI

As IndiGo, the country's largest airline by market share, announces its December-quarter earnings on Thursday, the focus will be on the operational disruptions last month that unsettled passengers, regulators, and investors alike.

The airline, with 63% market share, cancelled about 4,500 flights in the first week of December as it scrambled to adjust schedules to comply with revised flight duty time limitation (FDTL) norms for pilots. The disruption, which stranded hundreds of thousands of passengers, raised questions about IndiGo's market dominance.

Investor unease deepened after civil aviation minister K. Rammoan Naidu vowed strict action as these flight cancellations disrupted travel plans and practically grounded the country's aviation sector.

The likelihood of strict action, flight curtailments by the aviation regulator, and a guidance revision have kept investors on edge. Ratings agencies and sell-side analysts hinted at management changes further impacting investor sentiments.

Share price of InterGlobe Aviation, the parent company that runs IndiGo, reflected this anxiety, falling 16% in the first two weeks of December, compared with a 2.6% drop in the benchmark index, the Sensex. On Wednesday, the stock was trading at ₹4,830, up 0.8%, in a largely weak market.



The focus will be on the operational disruptions last month that unsettled passengers, regulators and investors alike.

Concerns around the company's operations have eased. The Directorate General of Civil Aviation (DGCA) fined IndiGo and issued warnings to its top executives, stopping short of harsher penalties or directing any management-level changes.

With the regulatory overhang behind it, the focus has shifted to financial performance and management commentary, as chief executive officer Pieter Elbers and his leadership team prepare to face investors for the first time since the December disruptions.

Mint highlights key points to watch when the Gurugram-based airline declares its third-quarter earnings on Thursday.

The December quarter is typically one of the strongest quarters for Indian airlines,

driven by festive and holiday travel. This year, however, brokerages expect it to be among IndiGo's weakest in recent years, as an operational meltdown, on top of softer airfares and higher costs, offsets seasonal demand.

The quarter "could turn out to be one of IndiGo's worst earnings quarters", wrote analysts Jal Irani, Tanay Kotecha and Aishay Mane of Nuvama Institutional Equities in their note dated 7 January

2026.

Domestic air travel slowed sharply to 3% growth in Q3FY26 from 9% in Q3FY25, even as airfares fell around 1%, near a four-year low for December quarters, according to an Elara Securities report dated 8 January.

Management's commentary on demand outlook will be

important. "If airfares have been falling for the past two-three months, analysts will want to know the company's outlook on demand over next few quarters," said Gagan Dixit, aviation analyst at Elara Securities.

"For example, in the March quarter, fares might appear lower due to the base effect from last year's Kumbh Mela boom. But the bigger question is whether the company sees any broader macroeconomic weakness, similar to how Reliance mentioned a tough macro environment in Q3FY26," said Dixit.

At least three brokerage firms agree that Q3 is a painful quarter for the airline, with revenue growth slowing and profitability taking a sharp hit due to operational disruptions.

Nuvama Research expects this quarter to be one of IndiGo's worst, with earnings before interest, taxes, depreciation, amortisation, and rent (Ebitdar) falling by about 25% year-on-year.

This is due to lower ticket prices, only a modest increase of around 10% in available seat kilometres (a measure of flight capacity), higher operating costs, and foreign exchange losses of about ₹100 crore.

Costs related to implementing new pilot fatigue rules, including passenger refunds, accommodation, and vouchers, are seen around ₹830 crore for Q3. Nuvama expects IndiGo's operating income at ₹2,324 crore in the quarter.

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For an extended version of this story, go to [livemint.com](https://www.livemint.com)

The airline, with 63% market share, cancelled about 4,500 flights in the first week of December

MINT

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22 JANUARY 2026



Keep watch of aviation: It is too short of rivalry

IndiGo has pledged to stabilize services within the rules and hopes have been stoked of new airlines taking off. But since a duopoly scenario will endure, aviation needs an antitrust scan

Is India's civil aviation crunch a thing of the past? Signals from IndiGo, the airline around which last month's crisis of flight cancellations swirled, suggest it will soon be. As do public assurances of a return to normalcy from this sector's regulator. IndiGo has assured the Directorate General of Civil Aviation (DGCA) of its compliance with new pilot-fatigue-reduction norms by 10 February. The air-carrier said that it would be ready to operate a stable schedule without the rule exemptions it was granted after its failure to run flights threw air traffic into chaos. To meet this aim, IndiGo had earlier outlined a plan to recruit pilots. But its latest pledge follows a regulatory rap on its knuckles from the DGCA, which levied a fine of ₹22.3 crore on the airline and warned it not to stretch its capacity to a snap-off point again. If this sounds like a regulatory rebuke that's too soft, or too pat a way to put the mess behind us, with its costs merely anecdotal at this stage, market power may have a plausible role in it. IndiGo's share of domestic traffic hovers above 60% and its role in flying people looms over that of Tata-owned Air India, our only other major carrier. Together, two private players have nine-tenths of India's market. Akasa, SpiceJet and others are small players, and unless global aircraft scarcity eases, they would be hard put trying to widen their slices of the market's pie. A silver lining around last month's turbulence has been a clamour for more rivalry in Indian skies. In late December, India's civil aviation minister Kinjarapu Rammohan Naidu had posted an update on the microblog platform X that named three potential market entrants: Shankh Air, AlHind Air and FlyExpress. As noted by the minister's post, all had been given no-objection

certificates (NoCs) by the ministry. The next step on the trio's takeoff path would be to get air operator certificates from the DGCA. Going by Lok Sabha records, as reported by *Mint*, of the three NoCs, only FlyExpress's was new. The same report also probed their readiness for operations. What emerged was a dismal picture of small-business hopefuls with insufficient capital and iffy prospects. Estimates of the startup capital needed even for a modest airline range from ₹80 crore to ₹100 crore. The firm behind FlyExpress was found to have a patchy business record with legal smudges. Neither do the other two inspire much confidence in their ability to make a go of aviation. The odds of a big capital raise by the commodity trading enterprise backing Shankh Air look rather long at this point. So do those of the travel services group trying to launch AlHind, even if a bit less so. Of course, likelihoods could shift. Even so, given capacity gaps and other relevant factors, we may be lumped with a binary-choice market for quite a while. Alas, the duopoly scenario we stare at today is not a passing phase.

This sector's rivalry deficit should draw the Competition Commission of India (CCI) into the picture. Last month, this regulator took note of IndiGo's air disruption and said the issue would be placed under the lens of India's antitrust law. Since dominance differs from its abuse, which is illegal, any probe that ensues would be of wide interest. It is telling how a brief exposure of air-network fragility has raked up references to corporate split-ups (think AT&T's 'Baby Bells'), even though probes take time and such a drastic remedy can only be antitrust action of last resort. If rivalry rises, somehow, we should celebrate. If not, this sector must be kept under close CCI watch.



Corporate Communications Directorate

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Is dynamic pricing of airfares always fair to everyone?

PRERNA RAKHEJA



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A Bengaluru resident had travelled to Chennai for a visa appointment that was unexpectedly delayed. As a result, the person missed a return train and had to take a last-minute flight to make it back in time for work. This ticket cost about ₹20,000—or 300% more than the same route's average fare for tickets bought at least 60 days in advance. This experience is not unusual, but it does capture the anxiety many Indian travellers face when confronted with sudden fare spikes.

In November 2025, activist S. Laxminarayan filed a public interest litigation (PIL) in the Supreme Court challenging the dynamic pricing models used by domestic airlines. Put simply, air carriers use dynamic pricing models to adjust fares in real-time based on fluctuations in demand. The petition argues that algorithmic pricing pushes fares beyond the reach of the average Indian, disproportionately affecting last-minute travellers with emergencies and during events such as the Maha Kumbh.

Understanding this case requires a closer look at how airline pricing has evolved. Until the 1970s, fares were regulated globally. The US began deregulation in 1978 and other countries followed. India deregulated airfares with the repeal of the Air Corporation Act in 1994. The recent Bharatiya Vayuvan Adhinyam of 2025 empowers the government to undertake economic regulation of civil aviation, including tariffs—the basis of this petition.

Freed from fixed fare schedules, airlines adopted dynamic pricing—a model under which different customers can be charged different prices. Fares vary by time of day, with peak-hour flights costing more than off-peak ones. Ticket prices often rise during holiday seasons or on routes with strong seasonal demand. Of course, they also differ based on market segmentation—for example, business-class tickets cost a lot more than economy tickets.

Dynamic pricing offers airlines several advantages. It maximizes revenue by adjusting fares in accordance with the market's balance of demand and supply, which helps improve seat occupancy by letting prices change quickly as conditions shift. It enables airlines to cater to fliers whose willingness-to-pay differs—from business travellers with

somewhat firm schedules to budget-conscious passengers who tend to book early.

But the system also has its drawbacks. If prices rise too sharply, airlines risk losing bookings or triggering price wars. Dynamic pricing also depends on accurate demand forecasting, which can be thrown off by unexpected events such as pandemics or severe weather. Maintaining the data systems behind these algorithms requires significant investment.

From the consumer's point of view, dynamic pricing is a source of both opportunity and frustration. Low demand periods bring cheaper fares and competition among airlines can keep prices in check. Yet the unpredictability of dynamic pricing, coupled with low transparency on how fares are set, can leave last-minute or emergency travellers facing prohibitively high prices.

From an economic perspective, this legal battle is over the 'consumer surplus,' which is the 'bonus' value passengers receive when they pay less for a flight than the maximum

amount they were willing to spend. For instance, if the Bengaluru resident was prepared to pay ₹20,000 for an emergency flight but found a ticket for ₹15,000, then the ₹5,000 difference represents this surplus.

However, by raising fares in real-time to match a passenger's willingness to pay, airlines can convert part of the consumer surplus into a producer surplus.

The latter is the difference between the minimum price a producer would accept and the fare price actually received. For instance, if an airline is willing to sell a ticket from Chennai to Bengaluru for ₹5,000 but strong demand lets it charge ₹20,000, the resulting producer surplus is ₹15,000.

The PIL contends that in a market with limited competitors, the conversion of a consumer surplus to a producer surplus can be skewed, thereby leaving fliers with diminishing economic value.

An alternative to dynamic airline prices is capped airfares—even during demand spikes. This provides travellers with stability

and predictability by eliminating fare shocks and allows for a larger consumer surplus in cases of fliers ready to pay more. However, caps can impact airline revenues and make some routes less viable, prompting airlines to reduce capacity or services, which could offset some of the consumer benefits.

This debate gained fresh momentum last month when IndiGo faced an operational crisis that led to widespread delays and cancellations. Thousands of passengers were stranded and airports were overwhelmed. To prevent opportunistic fare hikes, India's ministry of civil aviation imposed temporary price caps on affected routes. Yet, around the same time, civil aviation minister K. Ram Mohan Naidu emphasized that deregulation remains central to the sector's growth—a reminder of the delicate balance policymakers must strike.

The Supreme Court has yet to decide on the PIL, but recent events highlight the importance of the question raised: Where should the line between market efficiency and consumer protection lie? And can one rule apply to all situations? Perhaps not. This line may depend on specific circumstances—with a fine balance struck between market growth and passenger benefits.

These are the author's personal views.

A public interest plea has sought a judicial review to check if this model of market efficiency is unfair to fliers



Corporate Communications Directorate

MILLENNIUM POST

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Delhi consumer forum directs Air India to pay Rs 1.5L compensation for poor services

NEW DELHI: A father-daughter duo, who alleged that they faced horrible conditions on an Air India Delhi-New York flight in 2023 with broken seats, unhygienic washrooms and poor food service, have been awarded Rs 1.5 lakh compensation for the "mental agony and harassment".

The airline had claimed that the complainants had levelled "unfounded allegations" to "illicitly obtain advantages" from Air India.

The District Consumer Disputes Redressal Commission (New Delhi), comprising President Poonam Chaudhry and Judicial Member Shekhar Chandra, was hearing a complaint filed by Shailendra



Bhatnagar and his daughter against Air India, alleging that the aircraft on which they were asked to travel was 'horrible' and 'obnoxious'.

In an order dated January 14, the forum said, "Keeping in view the facts and circumstances of the present case, this commission is of the view that the complainant will be entitled for compensation for causing mental agony and harassment for not providing the facili-

“The aircraft on which the duo were asked to travel was ‘horrible’ and ‘obnoxious’”

ties for which a considerable amount was charged by opposite party 1, Air India”.

The complaint was filed by Shailendra Bhatnagar, who travelled with his daughter on Air India's Delhi-New York-Delhi flight in September 2023 on economy class tickets booked through an online platform.

The complaint alleged broken seats, non-functional in-flight entertainment sys-

tems, unhygienic washrooms, poor food service and lack of response from the cabin crew.

The commission directed that the airline pay Rs 1.5 lakh in compensation to the victim.

"This commission, therefore, directs the opposite party 1 to pay Rs 50,000 each to the complainant and his daughter as compensation and Rs 50,000 as litigation expenses to the complainant," the forum said.

The passenger alleged dirty, smelly washrooms, poor food quality, and rude staff on the flight, but Air India told the court the aircraft was thoroughly inspected and claimed the complaints were baseless, aimed at unfair gain. **MPOST**



Corporate Communications Directorate

PUNJAB KESARI

DELHI

22 JANUARY 2026

खराब उड़ान पड़ी महंगी, एयर इंडिया अब यात्री को देगा डेढ़ लाख का मुआवजा

नई दिल्ली, (पंजाब केसरी): एयर इंडिया की लापरवाही एक बार फिर उस समय कटघरे में आ गई। जब नई दिल्ली जिला उपभोक्ता विवाद निवारण आयोग ने खराब सेवाओं के मामले में एयरलाइन पर कड़ा रुख अपनाते हुए एक यात्री और उसकी बेटी को कुल डेढ़ लाख रुपये मुआवजा देने का आदेश दिया। आयोग की अध्यक्ष पुनम चौधरी और न्यायिक सदस्य शेखर चंद्र व शैलेंद्र भटनागर की पीठ ने 14 जनवरी को दिए अपने फैसले में कहा कि यात्रियों के साथ की गई बदसलूकी और असुविधा की शिकायतें बेहद गंभीर हैं और एयर इंडिया अपने दायित्वों का निर्वहन करने में विफल रही हैं। ऐसे में अब एयरलाइंस पिता और बेटी को मानसिक पीड़ा के लिए 50-50 हजार रुपये, यानी कुल एक लाख रुपये का मुआवजा देगी। साथ ही मुकदमे के खर्च के तौर पर शिकायतकर्ता को अलग से 50 हजार रुपये भी चुकाने होंगे। मामले की सुनवाई करते हुए आयोग ने माना कि ज्यादा किराया लेने के बावजूद यात्रियों को बुनियादी सुविधाएं नहीं दी गईं, जिससे उन्हें मानसिक पीड़ा और उत्पीड़न झेलना पड़ा। इस लापरवाही के कारण यात्रियों को न केवल असुविधा का सामना करना पड़ा, बल्कि

यह था मामला

वर्ष 2023 में दिल्ली से न्यूयॉर्क की उड़ान के दौरान यात्रियों ने बेहद खराब सुविधाएं मिलने की शिकायत की थी। शिकायतकर्ता शैलेंद्र भटनागर ने बताया कि उन्होंने सितंबर 2023 में अपनी बेटी के साथ एयर इंडिया की दिल्ली-न्यूयॉर्क-दिल्ली फ्लाइट के लिए इकोनॉमी क्लास के टिकट बुक किए थे। यात्रा के दौरान उन्हें टूटी हुई सीटें, खराब इन-फ्लाइट इंटरटेनमेंट सिस्टम, गंदे व बदबूदार वॉशरूम और बेहद खराब खाने की सर्विस का सामना करना पड़ा। उन्होंने यह भी आरोप लगाया कि केबिन क्रू ने उनकी शिकायतों पर भी कोई ध्यान नहीं दिया।



उन्हें मानसिक पीड़ा और उत्पीड़न भी झेलना पड़ा। दूसरी ओर, एयर इंडिया ने सभी आरोपों को सिरे से खारिज करते हुए दलील दी कि उड़ान से पहले विमान की तकनीकी जांच पूरी तरह की गई थी और किसी भी तरह की खामी नहीं पाई गई। एयरलाइन की ओर से यह भी कहा गया कि शिकायतकर्ता ने तथ्यों के बिना आरोप लगाकर मुआवजा प्राप्त करने का प्रयास किया है।



Corporate Communications Directorate

RAJASTHAN PATRIKA

JAIPUR

21 JANUARY 2026

दुबई से आ रही फ्लाइट में कू मेंबर से दुर्व्यवहार

जयपुर@पत्रिका. इंटरनेशनल एयरपोर्ट पर मंगलवार को दुबई से जयपुर आई एयर इंडिया एक्सप्रेस की उड़ान में उस समय अफरा-तफरी का माहौल बन गया, जब एक यात्री ने उड़ान के दौरान कू मेंबर के साथ दुर्व्यवहार किया। मामले की गंभीरता को देखते हुए विमान की जयपुर में लैंडिंग के तुरंत बाद सुरक्षा कर्मियों ने आरोपी यात्री को उतारकर पुलिस के हवाले कर दिया। जानकारी के अनुसार एयर इंडिया एक्सप्रेस की फ्लाइट संख्या आइएक्स-196 दुबई से शाम 4:40 बजे जयपुर पहुंची।

उड़ान के दौरान एक यात्री का व्यवहार आपत्तिजनक बना रहा। आरोप है कि उसने कू मेंबर के साथ अभद्र भाषा का प्रयोग किया और उनके निर्देशों का पालन करने से इनकार कर दिया। विमान के कैप्टन और एयरलाइन अधिकारियों को मामले की जानकारी दी गई। जयपुर पहुंचने के बाद कू की लिखित शिकायत पर आरोपी यात्री को विमान से नीचे उतारा गया और एयरपोर्ट थाना पुलिस को सौंप दिया गया।



Corporate Communications Directorate

THE TELEGRAPH

KOLKATA

21 JANUARY 2026

No more cancellations: IndiGo

**AMIYA KUMAR
KUSHWAHA**

New Delhi: IndiGo has assured the Directorate General of Civil Aviation (DGCA) that no flights will be cancelled after February 10, the day the airline is scheduled to fully implement the revised crew roster norms.

The country's largest carrier said it had enough pilots to operate the scheduled number of flights.

IndiGo had been granted exemption from certain provisions of the revised Flight Time Duty Limitation (FTDL) till February 10 to normalise operations following the large-scale flight cancellations and disruptions in early December that brought the country's aviation sector to a standstill.

As the deadline is near, DGCA and IndiGo officials

met on Monday, with the airline sharing details of its crew strength and other operational aspects.

"During the meeting with the DGCA on 19th January 2026, IndiGo assured operational stability and no flight cancellations after 10th February 2026 based on the current approved network, above crew strength, and the removal of the two FTDL exemptions approved on 06th December 2025," the aviation regulator said in a statement.

The meeting was part of the DGCA's ongoing review of IndiGo.

In the latest weekly review meeting held on Monday, IndiGo reported adequate pilot availability against projected operational requirements.

The airline informed the DGCA that currently 2,400 pilots-in-command and 2,240



IndiGo aircraft at Bengaluru airport on December 5

first officers are available to operate Airbus aircraft, which IndiGo said was more than the numbers required to maintain stable operations. The minimum requirement was of 2,280 captains and 2,050 first officers, according to the DGCA statement.

After the meeting, the DGCA said it continued to closely monitor IndiGo's

operations, with particular emphasis on roster integrity, crew availability, buffer adequacy, system robustness and adherence to FTDL requirements, to ensure resilient and compliant airline operations across the sector.

After the early December chaos, the DGCA has constantly monitored the operations of IndiGo, which dominates India's aviation sector with over 2,000 flight services running daily.

The DGCA had asked IndiGo to submit daily operational reports covering critical parameters such as flight cancellations and delays, crew positioning and availability.

IndiGo has submitted four weekly and three fortnightly reports, and has participated in weekly review meetings with the DGCA, providing updated data on all critical operational parameters.



Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

22 JANUARY 2026

Flyer collapses midair, later declared dead

Nagpur: A 72-year-old male passenger on an Indigo flight from Ghaziabad to Chennai collapsed midair and was declared "brought dead" at a city hospital after the aircraft made an emergency landing here, reports **Shishir Arya**.

The passenger, a resident of Chennai, felt uneasy in the flight and was administered CPR on board by a doctor. The pilot sought permission to make an emergency landing in Nagpur at around 5pm. "The entire medi-

cal emergency response team at Nagpur airport, along with an ambulance, was ready before the aircraft touched down. After an initial diagnosis, he was taken to KIMS-Kingsway Hospital here, where he was declared 'brought dead'," Ejaz Shami, the head of branding and communication at KIMS-Kingsway Hospital, said.

Dr Avinash Gawande of Govt Medical College & Hospital said the passenger had a history of heart ailment.



Corporate Communications Directorate

THE TRIBUNE

DELHI

22 JANUARY 2026

DGCA directs flying clubs to install cameras in all trainer planes in 120 days

The Tribune EXCLUSIVE

SHEKHAR SINGH
TRIBUNE NEWS SERVICE

NEW DELHI, JANUARY 21

The aviation watchdog, Directorate General of Civil Aviation (DGCA), has ordered all approved Flying Training Organisations (FTOs) to install action cameras in their trainer aircraft within 120 days, making cockpit voice and video recording a mandatory part of pilot training across the country.

The directive, issued through 'Flying Training Circular 01 of 2026' this month, requires cameras to record cockpit activities and the instrument panel during every training sortie. The regulator says the footage will be used to monitor how instructors and trainees communicate, detect procedural deviations and strengthen evidence-based post-flight debriefing.

Cockpit voice & video recording mandated for pilot training

The DGCA has clarified that the cameras are meant solely for training oversight and safety analysis. They cannot be used to enhance the aircraft's operational capability or substitute the requirement for a flight data recorder. Besides, cameras must be installed as standalone portable electronic devices with no connection to aircraft systems and without structural modification. The mounting has to be secure and airworthiness compliant, capable of withstanding turbulence, rotation and hard landings.

To prevent safety hazards, the DGCA has mandated that all lithium batteries used in the cameras meet Indian safety standards. It has also warned

that if electromagnetic interference with cockpit instruments is observed, the device must be removed immediately.

The placement of the cameras must not obstruct the pilot's view, instruments or movement. Any permanent or structural installation will require approval from the aircraft manufacturer or through a supplemental type certificate.

Beyond installation, the circular sets out strict rules for data retrieval and storage. Each camera must be logged against the aircraft before flight and the recorded data from all sorties must be securely saved on a daily basis. The files must be labelled with the aircraft registration, date and time of the flight and preserved for at least 30 days. FTOs are also required to conduct a detailed safety risk assessment to identify hazards related to temporary camera fitment and battery carriage on board.



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

Corporate Communications Directorate

AMAR UJALA

DELHI

22 JANUARY 2026

2024 में डीजीसीए ने जारी किए रिकॉर्ड 1,628 वाणिज्यिक पायलट लाइसेंस

नई दिल्ली। देश के नागरिक उड़डयन क्षेत्र में 2024 एक ऐतिहासिक साल रहा। सरकार ने बताया कि नागरिक उड़डयन महानिदेशालय (डीजीसीए) ने वर्ष 2024 में 1,628 वाणिज्यिक पायलट लाइसेंस (सीपीएल) जारी किए, जो अब तक किसी भी एक वर्ष में सबसे अधिक हैं।

नागरिक उड़डयन मंत्रालय के अनुसार, पिछले 8 वर्षों में पायलट लाइसेंस जारी करने की संख्या में डारि गुना से अधिक बढ़ोतरी हुई है। आंकडों के मुताबिक, 2018 में 640, 2019 में 744, 2020 में 578, 2021 में 862, 2022 में 1,165, 2023 में 1,622 और 2024 में 1,347 सीपीएल जारी किए गए थे। हालांकि 2024 में कुल 1,628 लाइसेंस जारी होना अब तक का सर्वाधिक आंकडा है। मंत्रालय ने 2024 के दौरान नागरिक उड़डयन क्षेत्र की प्रमुख गतिविधियों की जानकारी देते हुए कहा कि हवाई किरायों पर भी लगातार नजर रखी गई। इसके लिए रियल-टाइम डाटा के जरिए एयरलाइंस और ऑनलाइन ट्रेवल प्लेटफॉर्म के साथ समन्वय किया गया। दिसंबर में इंडिगो की परिचालन दिक्कतों के दौरान सरकार ने नियामकीय शक्तियों का इस्तेमाल करते हुए प्रभावित रूटों पर किराया सीमा लागू की। एजेसी



Corporate Communications Directorate

AMAR UJALA

DELHI

22 JANUARY 2026

खराब सेवाओं पर 1.5 लाख मुआवजा दे एअर इंडिया : उपभोक्ता फोरम



नई दिल्ली। दिल्ली उपभोक्ता फोरम ने 2023 में दिल्ली-न्यूयॉर्क फ्लाइट के दौरान खराब सुविधाओं का सामना करने वाले पिता-पुत्री को हुई मानसिक परेशानों के लिए एअर इंडिया को 1.5 लाख रुपये मुआवजा देने को कहा है। जिला उपभोक्ता विवाद निवारण आयोग ने रौलेंद्र भटनागर और उनकी बेटी की शिकायत पर यह आदेश दिया। उपभोक्ता आयोग ने कहा कि भारी रकम लेने के बावजूद एअर इंडिया बुनियादी सुविधाएं देने में नाकाम रही। ब्यूरो



Corporate Communications Directorate

BUSINESS LINE

DELHI

22 JANUARY 2026

Govt sets up panel to allot slots vacated by IndiGo

NO TURBULENCE. Airline vows no disruptions post Feb 10 when DGCA relaxation ends

Aneesh Phadnis
Mumbai

The government has put in place a mechanism to redistribute slots vacated by IndiGo following a 10 per cent cut in its schedule even as the airline operator is stepping up pilot hiring to sustain operations.

While a committee has been appointed to examine other airlines' requests for slots, the Directorate-General of Civil Aviation is closely monitoring IndiGo's operations to ensure that mass disruptions do not recur.

The airline on Monday assured the DGCA of operational stability post February 10 when the flight duty time relaxation granted by the regulator ends. IndiGo informed the regulator it has adequate pilot availability to maintain its reduced operations. The airline has 2,400 Airbus captains against the required 2,280.

SLOT ALLOCATIONS

Last week, the Civil Aviation



FLEET STRENGTH. The airline's truncated operations are likely to continue till March-end and even extend into summer

Ministry formed a seven-member committee to examine the redistribution of slots vacated by IndiGo in line with guidelines.

Currently, the airline is operating around 2,200 daily flights (domestic plus international). The service reductions are expected to continue till March-end and may even extend into summer.

On January 9, the Ministry said the committee shall ensure that allocation shall be carried out in a fair, transparent and equitable manner, keeping in view the ability of airlines to enhance capacity to operate on the cancelled slots. This includes not only aircraft capacity but also availability of pilots, cabin crew and ground support equipment. Slots would be

cancelled and re-assigned in case airlines fail to share preparedness, it said.

Earlier, the regulator asked other carriers to submit details on planned fleet addition. Subsequently, it shared details on flights cancelled by IndiGo with the rival airlines.

SELECTIVE CUTS

While the government is taking proactive steps for growth, aviation industry executives are sceptical if there will be many takers for the slots vacated by IndiGo. This is because the reduction has been done such that the same flight is not cut over the entire period. The airline has not cut flights from Delhi and Mumbai but reduced services on other routes.

Flights being reduced also include late night or red-eye departures.

A government official said it will be up to the airlines to decide whether they want to take over the IndiGo slots or seek fresh ones.

On December 9, 2025, the DGCA directed IndiGo to reduce its schedule by 10 per cent across sectors, especially on high-demand and high-frequency routes. The airline was also asked to avoid single flight routes.

Airline steps up pilot hiring

Rohit Vaid
New Delhi

IndiGo is seeking to onboard around 50 pilots per month even as it plans to maintain its current daily schedule of about 1,900 domestic flights, following the reimplementation of flight duty time limitation (FDLT) norms, sources told *businessline*.

Details p10



Corporate Communications Directorate

BUSINESS LINE

DELHI

22 JANUARY 2026

IndiGo steps up pilot hiring to sustain domestic operations post reimplementation of duty rules

Rohit Vaid
New Delhi

Airline major IndiGo is seeking to onboard around 50 pilots per month even as it plans to maintain its current daily schedule of about 1,900 domestic flights, following the reimplementation of flight duty time limitation (FDTL) norms, sources told *businessline*.

The move, according to sources, comes even as IndiGo suffered a material impact of over ₹1,800-2,000 crore.

MAJOR DISRUPTION

During the early-December disruption, 2,507 flights were cancelled and 1,852 delayed, affecting over three lakh passengers.

Under the monitoring programme, IndiGo's representatives met the regulator on Monday.

Sources said the airline is attempting to hire around 50

first officers per month, while "operational parameters remain stable with buffers in place. Additional headcount might increase from 80-100 new pilots."

IndiGo reported adequate pilot availability against projected requirements.

ADEQUATE BUFFERS

The airline, as per sources, informed the regulator of its intent to continue building adequate buffers.

At present, the Centre directed IndiGo to reduce its flight schedule by 10 per cent across sectors to stabilise operations and curb cancellations.

Besides this, the Directorate General of Civil Aviation (DGCA) asked the airline to avoid high-demand, high-frequency routes and single-flight sectors, leading it to lower its capacity and revenue guidance for the third quarter of the financial year 2026.

"Operations are currently

limited to between 1,860 and 1,900 domestic flights per day.

This schedule is likely to be maintained after February 10, although a final decision on their schedule is expected to be taken as early as next week," sources said.

Last month, the DGCA granted IndiGo a temporary exemption from the revised FDTL norms after severe rostering disruptions following the rollout of the new rules, which came into effect on November 1.

The updated norms prescribe duty hours, mandatory rest periods and flight-time limits, with airlines required to fully comply with Phase II from February 20, 2026.

ADDITIONAL PILOTS

Further, to stabilise operations, IndiGo wet-leased aircraft, hired pilots, and has been advised to revise pilots' key performance indicators and limit deadheading.

In addition, the regulator said IndiGo had assured it of operational stability and no flight cancellations after February 10, following the withdrawal of temporary FDTL exemptions.

RECOVERY BUFFERS

According to the regulator, IndiGo's planning processes failed to maintain adequate roster and recovery buffers, with crew rosters operating close to permissible duty limits.

"There was an overriding focus on maximising utilisation of crew, aircraft, and network resources, which led to reduced roster buffer margins," the regulator said in an official statement on Tuesday.

Additionally, the DGCA said that the sustained regulatory oversight and corrective measures undertaken by IndiGo had resulted in stabilisation of operations and improvement in service reliability.



Corporate Communications Directorate

DAINIK BHASKAR

JAIPUR

21 JANUARY 2026

जयपुर : आज से 26 जनवरी तक दिल्ली की 2 फ्लाइट रद्द

जयपुर | जयपुर से दिल्ली जाने वाले यात्रियों को आज से परेशानी का सामना करना पड़ेगा। ऐसा इसलिए क्योंकि जयपुर-दिल्ली रूट की 2 फ्लाइट्स 26 जनवरी तक रद्द रहेंगी। इसमें 1 एयर इंडिया और 1 इंडिगो एयरलाइंस की फ्लाइट है। एयरपोर्ट से मिली जानकारी के अनुसार इंडिगो की सुबह 11:35 बजे दिल्ली जाने वाली फ्लाइट 6ई-130 26 जनवरी तक रद्द रहेगी। ये संचालन कारण की वजह से रद्द की गई है। वहीं एयर इंडिया की दोपहर 1:30 बजे वाली फ्लाइट एआई-1844 भी 26 जनवरी तक रहेगी रद्द रहेगी। ये दिल्ली में होने वाले गणतंत्र दिवस के कार्यक्रम की वजह से रद्द रहेगी। इनके रद्द होने से दिल्ली जाने वाले यात्रियों को परेशानी का सामना करना पड़ेगा। एयरलाइंस ने यात्रियों को रिफंड और वैकल्पिक फ्लाइट्स का विकल्प दिया है। एयरपोर्ट प्रबंधन ने यात्रियों को सलाह दी है कि वे एयरपोर्ट आने से पहले अपनी फ्लाइट का स्टेटस एयरलाइंस की वेबसाइट या कस्टमर केयर से जरूर कंफर्म कर लें। गौरतलब है कि जयपुर से दिल्ली के लिए रोजाना 10 फ्लाइट (शनिवार को 1 फ्लाइट) संचालित होती हैं।

इंडिगो का भरोसा, 10 फरवरी के बाद नहीं रद होगी उड़ान

जागरण ब्यूरो, नई दिल्ली : देश की सबसे बड़ी एयरलाइन इंडिगो ने नागरिक उड्डयन महानिदेशालय (डीजीसीए) को आश्वासन दिया है कि 10 फरवरी 2026 के बाद उसकी कोई उड़ान रद नहीं होगी। कंपनी ने यह भरोसा इस आधार पर दिया है कि उसके पास जितनी नियमित उड़ानें हैं, उसके हिसाब से पर्याप्त पायलट और क्रू हैं। एयरलाइन ने दावा करते हुए यह भी कहा है कि जितनी जरूरत है, उससे ज्यादा पायलट उसके पास हैं। इस बारे में डीजीसीए की तरफ से यह जानकारी दी गई है कि 10 फरवरी, 2026 को इंडिगो को कुल 4,330 पायलटों की जरूरत होगी। जबकि उसके पास 4,640 पायलट होंगे। इससे नई फ्लाइट ड्यूटी टाइम लिमिटेशन (एफडीटीएल) नियमों का पूरी तरह पालन सुनिश्चित हो सकेगा और परिचालन में कोई



सोमवार को डीजीसीए के साथ इंडिगो के शीर्ष प्रबंधन की बैठक इंडिगो ने बताया, जरूरत 4330 पायलटों की, हमारे पास हैं 4640

व्यवधान नहीं आएगा।

उड्डयन नियामक ने बताया कि 10 फरवरी के बाद परिचालन स्थिर रहेगा। 10 फरवरी इंडिगो एयरलाइंस के लिए नियामक एजेंसी की तरफ से तय डेडलाइन है, जिसके बाद एयरलाइन को पूरी तरह से नए और सख्त फ्लाइट ड्यूटी टाइम लिमिटेशन नियमों का पालन करना होगा। इसके बाद कोई छूट नहीं मिलेगी। एयरलाइन

इंडिगो दे रहा महत्वपूर्ण आपरेशनल पैरामीटर्स पर लगातार साप्ताहिक और पाक्षिक रिपोर्ट

डीजीसीए ने कहा है कि उसके निर्देश के अनुसार, इंडिगो महत्वपूर्ण आपरेशनल पैरामीटर्स पर लगातार साप्ताहिक और पाक्षिक रिपोर्ट्स दे रहा है। कंपनी की तरफ से अभी तक कुल चार साप्ताहिक रिपोर्ट, तीन पाक्षिक रिपोर्ट पेश की गई हैं और

डीजीसीए की तरफ से आयोजित होने वाली हर साप्ताहिक बैठकों में इंडिगो के प्रतिनिधि उपस्थित होते हैं। नियामक ने स्पष्ट किया कि सार्वजनिक हित में कुछ अस्थायी छूटें दी गईं, लेकिन सुरक्षा से कोई समझौता नहीं किया गया।

के पास अभी कमांड पायलट (पीआइसी) 2400 हैं, जबकि आवश्यकता 2,280 की है। इसी तरह फर्स्ट आफिसर (को-पायलट) 2,240 हैं जबकि जरूरत 2,050 की है। इससे प्रोजेक्टेड आपरेशनल जरूरतों के मुकाबले पर्याप्त पायलट उपलब्ध हैं। दिसंबर, 2025 के पहले हफ्ते में भारतीय हवाई सेवा में 62 प्रतिशत हिस्सेदारी रखने वाली इंडिगो की सैकड़ों फ्लाइट

रद हुई थी या उन्हें काफी विलंब से चलाया गया था। सिर्फ तीन से पांच दिसंबर के बीच 2,507 उड़ानें रद हुईं और 1,852 उड़ानें विलंबित रहीं। इससे देशभर के हवाई अड्डों पर तीन लाख से अधिक यात्रियों को परेशानी हुई। जांच में पाया गया कि क्रू मैनेजमेंट में गड़बड़ी, अपर्याप्त नियामक तैयारी, सिस्टम साफ्टवेयर की कमियां और आपरेशनल कंट्रोल में खामियां मुख्य कारण थे।



Corporate Communications Directorate

DAINIK NAVJYOTI

JAIPUR

21 JANUARY 2026

फ्लाइटों का संचालन रहेगा प्रभावित

राष्ट्रीय राजधानी दिल्ली में गणतंत्र दिवस पर आयोजित परेड के चलते जयपुर से दिल्ली जाने वाली फ्लाइटों का संचालन प्रभावित रहेगा। एयरपोर्ट सूत्रों से मिली जानकारी के अनुसार इंडिगो एयरलाइन्स की सुबह 11.35 बजे दिल्ली जाने वाली फ्लाइट 6ई 130, और दोपहर 1.55 बजे रवाना होने वाली फ्लाइट 6ई 5096 26 जनवरी तक संचालित नहीं होंगी। इसी प्रकार एयर इंडिया की फ्लाइट ए1 1844 भी बुधवार से रद्द रहेगी।



Corporate Communications Directorate

THE ECONOMIC TIMES

DELHI

22 JANUARY 2026

DGCA Issues Record 1,628 Pilot Licences in 2024

New Delhi: The Directorate General of Civil Aviation (DGCA) issued 1,628 commercial pilot licenses in 2024, the highest ever for any year. The civil aviation ministry said record number of pilot licenses were issued by the



DGCA last year. As many as 1,628 Commercial Pilot Licenses (CPLs) were issued in 2024, marking an all-time

high number in the history of Indian civil aviation, it said in a release. "The number of Commercial Pilot Licenses have been increased by more than 2.5 times in the last eight years. The number of CPLs issued in India over the preceding years is as follows: 640 in 2018, 744 in 2019, 578 in 2020, 862 in 2021, 1,165 in 2022, 1,622 in 2023 and 1,347 in 2024," it said. —PTI

Regulating better

The IndiGo episode highlights regulatory gaps and the costs of excessive concentration

CLAIMS BY INDIGO that it has put its house in order after last month's operational collapse—which left over 300,000 passengers stranded following mass flight cancellations—need close and independent verification by the regulator. The Directorate General of Civil Aviation (DGCA), which must accept its share of responsibility for the episode, now has a duty to ensure that the airline has adequate pilots to sustain its operations while fully complying with flight duty time limitation (FDTL) norms. So far, the response has been underwhelming. The penalty of ₹22.2 crore imposed for the cancellation of 2,507 flights and delays to another 1,852 between December 3 and 5 is modest relative to the scale of disruption. More inexplicably, the findings of the enquiry committee are yet to be made public. Unless these are disclosed and followed by firmer action, the perception that the regulator is being unduly lenient towards the airline will only grow.

The DGCA has identified inadequate regulatory preparedness, poor crew management, and weaknesses in system and software support as key contributors to the chaos. But this raises an obvious question: how did the regulator fail to detect that the country's largest airline was operating with such thin pilot buffers? One expects far more rigorous oversight, especially of crew strength and contingency margins, given the systemic risks involved. The regulator has since stated that IndiGo failed to identify operational vulnerabilities in time and that buffer margins were eroded by an aggressive push to maximise aircraft and crew utilisation. It has acknowledged that "roster integrity" was compromised, systems were overstretched, and operations pushed to a point that resulted in an operational meltdown and breaches of FDTL norms.

These findings are troubling, not least because they suggest passenger safety may have been at risk. More worrying still is why the regulator was seemingly unaware of these shortcomings until after the crisis unfolded—and why it did not act sooner. Even after assessing the situation, the DGCA did not issue travel advisories to warn passengers. This falls short of what is expected from a vigilant regulator. While IndiGo has been given time until February to comply with FDTL requirements, the DGCA must ensure that no airline is allowed to reach such a precarious position again. With a market share exceeding 60%, any disruption at IndiGo has outsized consequences for the country's aviation network. India's aviation sector has effectively become an oligopoly dominated by IndiGo and Air India, with smaller carriers such as SpiceJet and Akasa struggling to keep pace. It may be some time before these players scale up meaningfully, and there appears to be no immediate new competition on the horizon.

This calls for broader introspection on why the world's fastest-growing aviation market has so few viable airlines and such skewed market shares. To be fair, IndiGo has built an efficient operation and won passenger loyalty through competitive fares and punctuality. But excessive concentration in a critical sector like aviation is unhealthy. Policymakers should consider measures—including rationalising or subsidising aviation turbine fuel (ATF)—to help smaller carriers expand. ATF in India is subject to a patchwork of state-level taxes that often push prices well above international benchmarks, putting domestic carriers at a structural disadvantage. Several countries have recognised aviation as critical infrastructure and reduced or harmonised fuel taxes to support airline viability, connectivity, and competition. Without similar reform, concentration in the sector will increase, increasing systemic risk for the aviation market.





Corporate Communications Directorate

HINDUSTAN

DELHI

22 JANUARY 2026

कुछ अलग | एयरक्राफ्ट गिरते ही जान की परवाह किए बिना तालाब में छलांग लगाई, दस मिनट की मशक्कत के बाद बचाकर निकाल लाए

तालाब में गिरे विमान से दो पायलटों को बचा लाए लोग

इनसे सीखें

प्रयागराज, वरिष्ठ संवाददाता। वायुसेना का हल्का विमान बुधवार को तकनीकी खराबी आने पर प्रयागराज में दुर्घटनाग्रस्त हो गया। दोनों पायलटों ने पैराशूट की मदद से जलकुंभी से भरे तालाब में इसकी क्रेश लैंडिंग कराई। आसपास के लोगों ने जान की परवाह न करते हुए तत्परता दिखाई और दोनों पायलटों को तालाब से बाहर निकाल लाए।

तालाब में विमान की क्रेश लैंडिंग होते ही छितपुर और मलाकराज बस्ती में अफरातफरी मच गई। आवाज



प्रयागराज में बुधवार को क्रेश लैंडिंग के बाद तालाब में फंसा वायुसेना का विमान। • एजेसी

सुनकर आसपास के लोग घटनास्थल की ओर दौड़ पड़े। दोनों पायलटों को हाथ हिलाते देख स्थानीय निवासी लाल साहब निषाद, पंकज सोनकर

और आलोक यादव बिना समय गंवाए तालाब में उतर गए। कई बीघे में फैले जलकुंभी से भरे तालाब में किसी तरह तीनों विमान तक पहुंचे और पायलटों

तबीयत की चिंता नहीं की

लाल साहब निषाद मलाकराज में किराये पर रहते हैं और टेला लगाकर परिवार का भरणपोषण करते हैं। घटना के समय तबीयत खराब होने के कारण वो आराम कर रहे थे। लेकिन उन्होंने अपनी सेहत की परवाह किए बिना तुरंत तालाब की ओर दौड़ लगा दी और दोनों पायलट के प्राण बचा लाए।

आसान नहीं था बचाव

मलाकराज निवासी पंकज सोनकर ने बताया कि तालाब में जाते ही दलदल और जलकुंभी की वजह से पैर धंसने लगे थे लेकिन दोनों पायलटों को बचाने का विचार मन में चल रहा था। वहीं, आलोक यादव ने बताया कि गेट न खुलने पर मुश्किल बढ़ गई। शीशा तोड़ने के लिए ईंट का टुकड़ा हाथ में लिया गया था, लेकिन गेट खुल गया और दोनों पायलट बाहर आ गए।

को सुरक्षित बाहर निकालने का प्रयास शुरू किया। जलकुंभी के कारण एयरक्राफ्ट का दरवाजा नहीं खुल पा रहा था, लेकिन युवकों ने दस मिनट

की मशक्कत के बाद गेट खोलकर पायलटों को निकालकर किनारे तक ले आए। दोनों पायलटों ने प्राण रक्षकों को गले लगाकर धन्यवाद दिया।



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HINDUSTAN

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22 JANUARY 2026

एयर इंडिया पर डेढ़ लाख रुपये का जुर्माना लगाया

नई दिल्ली, कार्यालय संवाददाता। नई दिल्ली जिला उपभोक्ता विवाद निवारण आयोग ने खराब सेवाओं के मामले में एयर इंडिया को झटका देते हुए पिता-पुत्री को डेढ़ लाख रुपये मुआवजा देने का निर्देश दिया है।

आयोग ने माना कि दिल्ली-न्यूयॉर्क की उड़ान के दौरान यात्रियों को टूटी सीटें, गंदे शौचालय, खराब भोजन

और असहयोगी केबिन कर्मी जैसी समस्याओं का सामना करना पड़ा। यह आदेश आयोग अध्यक्ष पूनम चौधरी और न्यायिक सदस्य शेखर चंद्रा की पीठ ने पारित किया।

शिकायत शैलेंद्र भटनागर और उनकी बेटी ने की थी। दोनों सितंबर 2023 में एयर इंडिया की दिल्ली-न्यूयॉर्क फ्लाइट से इकोनॉमी क्लास में

यात्रा कर रहे थे। पिता-पुत्री ने आरोप लगाया गया कि विमान की कई सीटें टूटी हुई थीं। एंटरटेनमेंट सिस्टम काम नहीं कर रहा था, शौचालय वेहद गंदे और बदबूदार थे। भोजन की गुणवत्ता बहुत खराब थी। वहीं, एयर इंडिया ने आयोग के समक्ष इन आरोपों को निराधार बताते हुए कहा कि उड़ान से पहले विमान की इंजीनियरिंग विभाग

ने पूरी जांच की थी और उसमें कोई खामी नहीं पाई गई।

एयरलाइन के वकील ने दलील दी कि शिकायतकर्ता कथित तौर पर अनुचित लाभ हासिल करने के इरादे से आरोप लगा रहे हैं। हालांकि, आयोग ने एयरलाइन की दलीलों को स्वीकार नहीं किया और यात्रियों के पक्ष में फैसला सुनाया।



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डीजीसीए का इलेक्ट्रॉनिक पायलट लाइसेंस लॉन्च

नई दिल्ली, विशेष संवाददाता। नागरिक उड्डयन महानिदेशालय (डीजीसीए) ने विमानन क्षेत्र में डिजिटल बदलाव की दिशा में एक और बड़ा कदम उठाते हुए एयरलाइन ट्रांसपोर्ट पायलट लाइसेंस (एटीपीएल) धारकों के लिए इलेक्ट्रॉनिक पायलट लाइसेंस की शुरुआत कर दी है।

डीजीसीए के महानिदेशक फैज अहमद किदवाई ने बुधवार को औपचारिक रूप से ईपीएल का शुभारंभ किया। इससे पहले बीते वर्ष

फरवरी में कमर्शियल पायलट लाइसेंस (सीपीएल) धारकों के लिए ईपीएल की शुरुआत की गई थी, जिसके बाद भारत दुनिया का दूसरा देश बना था, जिसने अंतरराष्ट्रीय नागरिक उड्डयन संगठन के मानकों के अनुसार यह डिजिटल लाइसेंस प्रणाली लागू की। नई व्यवस्था के तहत पायलट अब अपने लाइसेंस और अन्य जरूरी दस्तावेज को मोबाइल या डिजिटल माध्यम से कहीं देख सकेंगे और जांच के लिए प्रस्तुत कर सकेंगे।



Corporate Communications Directorate

HINDUSTAN TIMES

PATNA

21 JANUARY 2026

Corrective measures helped stabilise IndiGo ops: DGCA

Press Trust of India

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NEW DELHI: Aviation watchdog Directorate General of Civil Aviation (DGCA) on Tuesday said sustained regulatory oversight as well as corrective measures have helped stabilise operations at IndiGo, and the airline now has an adequate number of pilots to ensure compliance with the new flight duty norms without disruptions.

Days after slapping penalties totalling ₹22.20 crore on IndiGo for last month's massive flight disruptions, the regulator also said it was closely monitoring the airline's operations with "particular emphasis on roster integrity, crew availability, buffer adequacy, system robustness, and adherence to FDTL (flight duty time limitations) requirements".

The DGCA said that during the review meeting on January 19, IndiGo reported adequate pilot availability against projected operational requirements after February 10.

Citing the airline's submissions, the DGCA said there are

DGCA SAID THE AIRLINE NOW HAS AN ADEQUATE NUMBER OF PILOTS TO ENSURE COMPLIANCE WITH THE NEW FLIGHT DUTY NORMS

2,400 pilots in command (PICs) as against the requirement for 2,280, and the number of first officers is 2,240 compared to the requirement for 2,050.

In the wake of the massive disruptions, DGCA had curtailed the airline's winter schedule by 10% until February 10.

During the meeting, IndiGo assured operational stability and no flight cancellations after February 10, 2026, based on the current approved network, above crew strength, and the removal of the two FDTL exemptions approved on December 6, 2025, the watchdog said in a statement.

Between December 3 and 5, the DGCA said, 2,507 flights were cancelled, and 1,852 flights

were delayed, impacting over 3 lakh passengers at airports across the country.

The watchdog mentioned that the disruptions stemmed from mismanagement of adequate flight crew, inadequate regulatory preparedness at the operator level, and shortcomings in system software support, management structure, and operational control.

"The airline's planning processes did not adequately identify operational deficiencies or maintain sufficient operational buffers. There was an overriding focus on maximising utilisation of crew, aircraft, and network resources, which led to reduced roster buffer margins.

"Crew rosters were designed to operate at the limits of permissible duty periods, with increased reliance on dead-heading, tail swaps, extended duty patterns, and minimal recovery margins. This approach compromised roster integrity and operational resilience and adversely impacted the effective implementation of the revised FDTL provisions," the statement said on Tuesday.



Corporate Communications Directorate

MINT

DELHI

22 JANUARY 2026

Investors eye IndiGo's Q3 performance

Abhishek Law & Dipali Banka
NEW DELHI/MUMBAI

As IndiGo, the country's largest airline by market share, announces its December-quarter earnings on Thursday, the focus will be on the operational disruptions last month that unsettled passengers, regulators, and investors alike.

The airline, with 63% market share, cancelled about 4,500 flights in the first week of December as it scrambled to adjust schedules to comply with revised flight duty time limitation (FDTL) norms for pilots. The disruption, which stranded hundreds of thousands of passengers, raised questions about IndiGo's market dominance.

Investor unease deepened after civil aviation minister K. Rammoan Naidu vowed strict action as these flight cancellations disrupted travel plans and practically grounded the country's aviation sector.

The likelihood of strict action, flight curtailments by the aviation regulator, and a guidance revision have kept investors on edge. Ratings agencies and sell-side analysts hinted at management changes further impacting investor sentiments.

Share price of InterGlobe Aviation, the parent company that runs IndiGo, reflected this anxiety, falling 16% in the first two weeks of December, compared with a 2.6% drop in the benchmark index, the Sensex. On Wednesday, the stock was trading at ₹4,830, up 0.8%, in a largely weak market.



The focus will be on the operational disruptions last month that unsettled passengers, regulators and investors alike.

Concerns around the company's operations have eased. The Directorate General of Civil Aviation (DGCA) fined IndiGo and issued warnings to its top executives, stopping short of harsher penalties or directing any management-level changes.

With the regulatory overhang behind it, the focus has shifted to financial performance and management commentary, as chief executive officer Pieter Elbers and his leadership team prepare to face investors for the first time since the December disruptions.

Mint highlights key points to watch when the Gurugram-based airline declares its third-quarter earnings on Thursday.

The December quarter is typically one of the strongest quarters for Indian airlines,

driven by festive and holiday travel. This year, however, brokerages expect it to be among IndiGo's weakest in recent years, as an operational meltdown, on top of softer airfares and higher costs, offsets seasonal demand.

The quarter "could turn out to be one of IndiGo's worst earnings quarters", wrote analysts Jal Irani, Tanay Kotecha and Aishay Mane of Nuvama Institutional Equities in their note dated 7 January

2026.

Domestic air travel slowed sharply to 3% growth in Q3FY26 from 9% in Q3FY25, even as airfares fell around 1%, near a four-year low for December quarters, according to an Elara Securities report dated 8 January.

Management's commentary on demand outlook will be

important. "If airfares have been falling for the past two-three months, analysts will want to know the company's outlook on demand over next few quarters," said Gagan Dixit, aviation analyst at Elara Securities.

"For example, in the March quarter, fares might appear lower due to the base effect from last year's Kumbh Mela boom. But the bigger question is whether the company sees any broader macroeconomic weakness, similar to how Reliance mentioned a tough macro environment in Q3FY26," said Dixit.

At least three brokerage firms agree that Q3 is a painful quarter for the airline, with revenue growth slowing and profitability taking a sharp hit due to operational disruptions.

Nuvama Research expects this quarter to be one of IndiGo's worst, with earnings before interest, taxes, depreciation, amortisation, and rent (Ebitdar) falling by about 25% year-on-year.

This is due to lower ticket prices, only a modest increase of around 10% in available seat kilometres (a measure of flight capacity), higher operating costs, and foreign exchange losses of about ₹100 crore.

Costs related to implementing new pilot fatigue rules, including passenger refunds, accommodation, and vouchers, are seen around ₹830 crore for Q3. Nuvama expects IndiGo's operating income at ₹2,324 crore in the quarter.

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For an extended version of this story, go to [livemint.com](https://www.livemint.com)

The airline, with 63% market share, cancelled about 4,500 flights in the first week of December

MINT

DELHI

22 JANUARY 2026



Keep watch of aviation: It is too short of rivalry

IndiGo has pledged to stabilize services within the rules and hopes have been stoked of new airlines taking off. But since a duopoly scenario will endure, aviation needs an antitrust scan

Is India's civil aviation crunch a thing of the past? Signals from IndiGo, the airline around which last month's crisis of flight cancellations swirled, suggest it will soon be. As do public assurances of a return to normalcy from this sector's regulator. IndiGo has assured the Directorate General of Civil Aviation (DGCA) of its compliance with new pilot-fatigue-reduction norms by 10 February. The air-carrier said that it would be ready to operate a stable schedule without the rule exemptions it was granted after its failure to run flights threw air traffic into chaos. To meet this aim, IndiGo had earlier outlined a plan to recruit pilots. But its latest pledge follows a regulatory rap on its knuckles from the DGCA, which levied a fine of ₹22.3 crore on the airline and warned it not to stretch its capacity to a snap-off point again. If this sounds like a regulatory rebuke that's too soft, or too pat a way to put the mess behind us, with its costs merely anecdotal at this stage, market power may have a plausible role in it. IndiGo's share of domestic traffic hovers above 60% and its role in flying people looms over that of Tata-owned Air India, our only other major carrier. Together, two private players have nine-tenths of India's market. Akasa, SpiceJet and others are small players, and unless global aircraft scarcity eases, they would be hard put trying to widen their slices of the market's pie. A silver lining around last month's turbulence has been a clamour for more rivalry in Indian skies. In late December, India's civil aviation minister Kinjarapu Rammohan Naidu had posted an update on the microblog platform X that named three potential market entrants: Shankh Air, AHind Air and FlyExpress. As noted by the minister's post, all had been given no-objection

certificates (NoCs) by the ministry. The next step on the trio's takeoff path would be to get air operator certificates from the DGCA. Going by Lok Sabha records, as reported by *Mint*, of the three NoCs, only FlyExpress's was new. The same report also probed their readiness for operations. What emerged was a dismal picture of small-business hopefuls with insufficient capital and iffy prospects. Estimates of the startup capital needed even for a modest airline range from ₹80 crore to ₹100 crore. The firm behind FlyExpress was found to have a patchy business record with legal smudges. Neither do the other two inspire much confidence in their ability to make a go of aviation. The odds of a big capital raise by the commodity trading enterprise backing Shankh Air look rather long at this point. So do those of the travel services group trying to launch AHind, even if a bit less so. Of course, likelihoods could shift. Even so, given capacity gaps and other relevant factors, we may be lumped with a binary-choice market for quite a while. Alas, the duopoly scenario we stare at today is not a passing phase.

This sector's rivalry deficit should draw the Competition Commission of India (CCI) into the picture. Last month, this regulator took note of IndiGo's air disruption and said the issue would be placed under the lens of India's antitrust law. Since dominance differs from its abuse, which is illegal, any probe that ensues would be of wide interest. It is telling how a brief exposure of air-network fragility has raked up references to corporate split-ups (think AT&T's 'Baby Bells'), even though probes take time and such a drastic remedy can only be antitrust action of last resort. If rivalry rises, somehow, we should celebrate. If not, this sector must be kept under close CCI watch.



Corporate Communications Directorate

MINT

DELHI

22 JANUARY 2026

Is dynamic pricing of airfares always fair to everyone?

PRERNA RAKHEJA



is managing economist, Bates White, Washington DC

A Bengaluru resident had travelled to Chennai for a visa appointment that was unexpectedly delayed. As a result, the person missed a return train and had to take a last-minute flight to make it back in time for work. This ticket cost about ₹20,000—or 300% more than the same route's average fare for tickets bought at least 60 days in advance. This experience is not unusual, but it does capture the anxiety many Indian travellers face when confronted with sudden fare spikes.

In November 2025, activist S. Laxminarayan filed a public interest litigation (PIL) in the Supreme Court challenging the dynamic pricing models used by domestic airlines. Put simply, air carriers use dynamic pricing models to adjust fares in real-time based on fluctuations in demand. The petition argues that algorithmic pricing pushes fares beyond the reach of the average Indian, disproportionately affecting last-minute travellers with emergencies and during events such as the Maha Kumbh.

Understanding this case requires a closer look at how airline pricing has evolved. Until the 1970s, fares were regulated globally. The US began deregulation in 1978 and other countries followed. India deregulated airfares with the repeal of the Air Corporation Act in 1994. The recent Bharatiya Vayuvan Adhinyam of 2025 empowers the government to undertake economic regulation of civil aviation, including tariffs—the basis of this petition.

Freed from fixed fare schedules, airlines adopted dynamic pricing—a model under which different customers can be charged different prices. Fares vary by time of day, with peak-hour flights costing more than off-peak ones. Ticket prices often rise during holiday seasons or on routes with strong seasonal demand. Of course, they also differ based on market segmentation—for example, business-class tickets cost a lot more than economy tickets.

Dynamic pricing offers airlines several advantages. It maximizes revenue by adjusting fares in accordance with the market's balance of demand and supply, which helps improve seat occupancy by letting prices change quickly as conditions shift. It enables airlines to cater to fliers whose willingness-to-pay differs—from business travellers with

somewhat firm schedules to budget-conscious passengers who tend to book early.

But the system also has its drawbacks. If prices rise too sharply, airlines risk losing bookings or triggering price wars. Dynamic pricing also depends on accurate demand forecasting, which can be thrown off by unexpected events such as pandemics or severe weather. Maintaining the data systems behind these algorithms requires significant investment.

From the consumer's point of view, dynamic pricing is a source of both opportunity and frustration. Low demand periods bring cheaper fares and competition among airlines can keep prices in check. Yet the unpredictability of dynamic pricing, coupled with low transparency on how fares are set, can leave last-minute or emergency travellers facing prohibitively high prices.

From an economic perspective, this legal battle is over the 'consumer surplus,' which is the 'bonus' value passengers receive when they pay less for a flight than the maximum

amount they were willing to spend. For instance, if the Bengaluru resident was prepared to pay ₹20,000 for an emergency flight but found a ticket for ₹15,000, then the ₹5,000 difference represents this surplus.

However, by raising fares in real-time to match a passenger's willingness to pay, airlines can convert part of the consumer surplus into a producer surplus.

The latter is the difference between the minimum price a producer would accept and the fare price actually received. For instance, if an airline is willing to sell a ticket from Chennai to Bengaluru for ₹5,000 but strong demand lets it charge ₹20,000, the resulting producer surplus is ₹15,000.

The PIL contends that in a market with limited competitors, the conversion of a consumer surplus to a producer surplus can be skewed, thereby leaving fliers with diminishing economic value.

An alternative to dynamic airline prices is capped airfares—even during demand spikes. This provides travellers with stability

and predictability by eliminating fare shocks and allows for a larger consumer surplus in cases of fliers ready to pay more. However, caps can impact airline revenues and make some routes less viable, prompting airlines to reduce capacity or services, which could offset some of the consumer benefits.

This debate gained fresh momentum last month when IndiGo faced an operational crisis that led to widespread delays and cancellations. Thousands of passengers were stranded and airports were overwhelmed. To prevent opportunistic fare hikes, India's ministry of civil aviation imposed temporary price caps on affected routes. Yet, around the same time, civil aviation minister K. Ram Mohan Naidu emphasized that deregulation remains central to the sector's growth—a reminder of the delicate balance policymakers must strike.

The Supreme Court has yet to decide on the PIL, but recent events highlight the importance of the question raised: Where should the line between market efficiency and consumer protection lie? And can one rule apply to all situations? Perhaps not. This line may depend on specific circumstances—with a fine balance struck between market growth and passenger benefits.

These are the author's personal views.

A public interest plea has sought a judicial review to check if this model of market efficiency is unfair to fliers



Corporate Communications Directorate

MILLENNIUM POST

DELHI

22 JANUARY 2026

Delhi consumer forum directs Air India to pay Rs 1.5L compensation for poor services

NEW DELHI: A father-daughter duo, who alleged that they faced horrible conditions on an Air India Delhi-New York flight in 2023 with broken seats, unhygienic washrooms and poor food service, have been awarded Rs 1.5 lakh compensation for the "mental agony and harassment".

The airline had claimed that the complainants had levelled "unfounded allegations" to "illicitly obtain advantages" from Air India.

The District Consumer Disputes Redressal Commission (New Delhi), comprising President Poonam Chaudhry and Judicial Member Shekhar Chandra, was hearing a complaint filed by Shailendra



Bhatnagar and his daughter against Air India, alleging that the aircraft on which they were asked to travel was 'horrible' and 'obnoxious'.

In an order dated January 14, the forum said, "Keeping in view the facts and circumstances of the present case, this commission is of the view that the complainant will be entitled for compensation for causing mental agony and harassment for not providing the facili-

“The aircraft on which the duo were asked to travel was ‘horrible’ and ‘obnoxious’”

ties for which a considerable amount was charged by opposite party 1, Air India”.

The complaint was filed by Shailendra Bhatnagar, who travelled with his daughter on Air India's Delhi-New York-Delhi flight in September 2023 on economy class tickets booked through an online platform.

The complaint alleged broken seats, non-functional in-flight entertainment sys-

tems, unhygienic washrooms, poor food service and lack of response from the cabin crew.

The commission directed that the airline pay Rs 1.5 lakh in compensation to the victim.

"This commission, therefore, directs the opposite party 1 to pay Rs 50,000 each to the complainant and his daughter as compensation and Rs 50,000 as litigation expenses to the complainant," the forum said.

The passenger alleged dirty, smelly washrooms, poor food quality, and rude staff on the flight, but Air India told the court the aircraft was thoroughly inspected and claimed the complaints were baseless, aimed at unfair gain. **MPOST**



Corporate Communications Directorate

PUNJAB KESARI

DELHI

22 JANUARY 2026

खराब उड़ान पड़ी महंगी, एयर इंडिया अब यात्री को देगा डेढ़ लाख का मुआवजा

नई दिल्ली, (पंजाब केसरी): एयर इंडिया की लापरवाही एक बार फिर उस समय कटघरे में आ गई। जब नई दिल्ली जिला उपभोक्ता विवाद निवारण आयोग ने खराब सेवाओं के मामले में एयरलाइन पर कड़ा रुख अपनाते हुए एक यात्री और उसकी बेटी को कुल डेढ़ लाख रुपये मुआवजा देने का आदेश दिया। आयोग की अध्यक्ष पूनम चौधरी और न्यायिक सदस्य शेखर चंद्र व शैलेंद्र भटनागर की पीठ ने 14 जनवरी को दिए अपने फैसले में कहा कि यात्रियों के साथ की गई बदसलूकी और असुविधा की शिकायतें बेहद गंभीर हैं और एयर इंडिया अपने दायित्वों का निर्वहन करने में विफल रही है। ऐसे में अब एयरलाइंस पिता और बेटी को मानसिक पीड़ा के लिए 50-50 हजार रुपये, यानी कुल एक लाख रुपये का मुआवजा देगी। साथ ही मुकदमे के खर्च के तौर पर शिकायतकर्ता को अलग से 50 हजार रुपये भी चुकाने होंगे। मामले की सुनवाई करते हुए आयोग ने माना कि ज्यादा किराया लेने के बावजूद यात्रियों को बुनियादी सुविधाएं नहीं दी गईं, जिससे उन्हें मानसिक पीड़ा और उत्पीड़न झेलना पड़ा। इस लापरवाही के कारण यात्रियों को न केवल असुविधा का सामना करना पड़ा, बल्कि

यह था मामला

वर्ष 2023 में दिल्ली से न्यूयॉर्क की उड़ान के दौरान यात्रियों ने बेहद खराब सुविधाएं मिलने की शिकायत की थी। शिकायतकर्ता शैलेंद्र भटनागर ने बताया कि उन्होंने सितंबर 2023 में अपनी बेटी के साथ एयर इंडिया की दिल्ली-न्यूयॉर्क-दिल्ली फ्लाइट के लिए इकोनॉमी क्लास के टिकट बुक किए थे। यात्रा के दौरान उन्हें टूटी हुई सीटें, खराब इन-फ्लाइट इंटरटेनमेंट सिस्टम, गंदे व बदबूदार वॉशरूम और बेहद खराब खाने की सर्विस का सामना करना पड़ा। उन्होंने यह भी आरोप लगाया कि केबिन क्रू ने उनकी शिकायतों पर भी कोई ध्यान नहीं दिया।



उन्हें मानसिक पीड़ा और उत्पीड़न भी झेलना पड़ा। दूसरी ओर, एयर इंडिया ने सभी आरोपों को सिरे से खारिज करते हुए दलील दी कि उड़ान से पहले विमान की तकनीकी जांच पूरी तरह की गई थी और किसी भी तरह की खामी नहीं पाई गई। एयरलाइन की ओर से यह भी कहा गया कि शिकायतकर्ता ने तथ्यों के बिना आरोप लगाकर मुआवजा प्राप्त करने का प्रयास किया है।



Corporate Communications Directorate

RAJASTHAN PATRIKA

JAIPUR

21 JANUARY 2026

दुबई से आ रही फ्लाइट में कू मेंबर से दुर्व्यवहार

जयपुर@पत्रिका. इंटरनेशनल एयरपोर्ट पर मंगलवार को दुबई से जयपुर आई एयर इंडिया एक्सप्रेस की उड़ान में उस समय अफरा-तफरी का माहौल बन गया, जब एक यात्री ने उड़ान के दौरान कू मेंबर के साथ दुर्व्यवहार किया। मामले की गंभीरता को देखते हुए विमान की जयपुर में लैंडिंग के तुरंत बाद सुरक्षा कर्मियों ने आरोपी यात्री को उतारकर पुलिस के हवाले कर दिया। जानकारी के अनुसार एयर इंडिया एक्सप्रेस की फ्लाइट संख्या आइएक्स-196 दुबई से शाम 4:40 बजे जयपुर पहुंची।

उड़ान के दौरान एक यात्री का व्यवहार आपत्तिजनक बना रहा। आरोप है कि उसने कू मेंबर के साथ अभद्र भाषा का प्रयोग किया और उनके निर्देशों का पालन करने से इनकार कर दिया। विमान के कैप्टन और एयरलाइन अधिकारियों को मामले की जानकारी दी गई। जयपुर पहुंचने के बाद कू की लिखित शिकायत पर आरोपी यात्री को विमान से नीचे उतारा गया और एयरपोर्ट थाना पुलिस को सौंप दिया गया।



Corporate Communications Directorate

THE TELEGRAPH

KOLKATA

21 JANUARY 2026

No more cancellations: IndiGo

**AMIYA KUMAR
KUSHWAHA**

New Delhi: IndiGo has assured the Directorate General of Civil Aviation (DGCA) that no flights will be cancelled after February 10, the day the airline is scheduled to fully implement the revised crew roster norms.

The country's largest carrier said it had enough pilots to operate the scheduled number of flights.

IndiGo had been granted exemption from certain provisions of the revised Flight Time Duty Limitation (FTDL) till February 10 to normalise operations following the large-scale flight cancellations and disruptions in early December that brought the country's aviation sector to a standstill.

As the deadline is near, DGCA and IndiGo officials

met on Monday, with the airline sharing details of its crew strength and other operational aspects.

"During the meeting with the DGCA on 19th January 2026, IndiGo assured operational stability and no flight cancellations after 10th February 2026 based on the current approved network, above crew strength, and the removal of the two FTDL exemptions approved on 06th December 2025," the aviation regulator said in a statement.

The meeting was part of the DGCA's ongoing review of IndiGo.

In the latest weekly review meeting held on Monday, IndiGo reported adequate pilot availability against projected operational requirements.

The airline informed the DGCA that currently 2,400 pilots-in-command and 2,240



IndiGo aircraft at Bengaluru airport on December 5

first officers are available to operate Airbus aircraft, which IndiGo said was more than the numbers required to maintain stable operations. The minimum requirement was of 2,280 captains and 2,050 first officers, according to the DGCA statement.

After the meeting, the DGCA said it continued to closely monitor IndiGo's

operations, with particular emphasis on roster integrity, crew availability, buffer adequacy, system robustness and adherence to FTDL requirements, to ensure resilient and compliant airline operations across the sector.

After the early December chaos, the DGCA has constantly monitored the operations of IndiGo, which dominates India's aviation sector with over 2,000 flight services running daily.

The DGCA had asked IndiGo to submit daily operational reports covering critical parameters such as flight cancellations and delays, crew positioning and availability.

IndiGo has submitted four weekly and three fortnightly reports, and has participated in weekly review meetings with the DGCA, providing updated data on all critical operational parameters.



Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

22 JANUARY 2026

Flyer collapses midair, later declared dead

Nagpur: A 72-year-old male passenger on an Indigo flight from Ghaziabad to Chennai collapsed midair and was declared "brought dead" at a city hospital after the aircraft made an emergency landing here, reports **Shishir Arya**.

The passenger, a resident of Chennai, felt uneasy in the flight and was administered CPR on board by a doctor. The pilot sought permission to make an emergency landing in Nagpur at around 5pm. "The entire medi-

cal emergency response team at Nagpur airport, along with an ambulance, was ready before the aircraft touched down. After an initial diagnosis, he was taken to KIMS-Kingsway Hospital here, where he was declared 'brought dead'," Ejaz Shami, the head of branding and communication at KIMS-Kingsway Hospital, said.

Dr Avinash Gawande of Govt Medical College & Hospital said the passenger had a history of heart ailment.



Corporate Communications Directorate

THE TRIBUNE

DELHI

22 JANUARY 2026

DGCA directs flying clubs to install cameras in all trainer planes in 120 days

The Tribune EXCLUSIVE

SHEKHAR SINGH
TRIBUNE NEWS SERVICE

NEW DELHI, JANUARY 21

The aviation watchdog, Directorate General of Civil Aviation (DGCA), has ordered all approved Flying Training Organisations (FTOs) to install action cameras in their trainer aircraft within 120 days, making cockpit voice and video recording a mandatory part of pilot training across the country.

The directive, issued through 'Flying Training Circular 01 of 2026' this month, requires cameras to record cockpit activities and the instrument panel during every training sortie. The regulator says the footage will be used to monitor how instructors and trainees communicate, detect procedural deviations and strengthen evidence-based post-flight debriefing.

Cockpit voice & video recording mandated for pilot training

The DGCA has clarified that the cameras are meant solely for training oversight and safety analysis. They cannot be used to enhance the aircraft's operational capability or substitute the requirement for a flight data recorder. Besides, cameras must be installed as standalone portable electronic devices with no connection to aircraft systems and without structural modification. The mounting has to be secure and airworthiness compliant, capable of withstanding turbulence, rotation and hard landings.

To prevent safety hazards, the DGCA has mandated that all lithium batteries used in the cameras meet Indian safety standards. It has also warned

that if electromagnetic interference with cockpit instruments is observed, the device must be removed immediately.

The placement of the cameras must not obstruct the pilot's view, instruments or movement. Any permanent or structural installation will require approval from the aircraft manufacturer or through a supplemental type certificate.

Beyond installation, the circular sets out strict rules for data retrieval and storage. Each camera must be logged against the aircraft before flight and the recorded data from all sorties must be securely saved on a daily basis. The files must be labelled with the aircraft registration, date and time of the flight and preserved for at least 30 days. FTOs are also required to conduct a detailed safety risk assessment to identify hazards related to temporary camera fitment and battery carriage on board.