



Corporate Communications Directorate

THE ECONOMIC TIMES

DELHI

7 OCTOBER 2024

Govt Taps CBRI for Structural Advice to Airport Operators

Press Trust of India

New Delhi: The government has roped in the Central Building Research Institute (CBRI) to advise airport operators on the structural aspects of airports, according to a senior official.

The move comes against the backdrop of the collapse of a canopy at the old departure forecourt of Terminal 1 (T1) at the Delhi airport in June. During the same month, there were also similar incidents at Jabalpur and Rajkot airports.

Following the Delhi airport incident, the ministry decided to conduct a study of the structural aspects of T1 while state-owned Airports Authority of India (AAI) was asked to carry out an inspection of the structural strength of all mi-

nor and major airports.

The senior civil aviation ministry official told PTI that Roorkee-based CBRI has been roped in for advising airport operators on the various structural aspects of the airports.

The ministry is also planning to organise a technical workshop by CBRI for the airport operators.

The official said the ministry is examining the report of the study done by structural engineers from IIT Delhi related to the collapsed portion of Terminal 1 (T1) of the Delhi airport. The study of the remaining part of the old T1 is going on, the official said.

On June 28, a canopy at the old departure forecourt of T1 partially collapsed amid heavy rains resulting in the death of a person and causing injuries to

nine people.

In the wake of the incident, the ministry had said structural engineers from IIT Delhi had been asked to immediately assess the terminal.

The Indira Gandhi International Airport (IGIA) in the national capital, also the country's largest airport, has three terminals -- T1, T2 and T3.

Separately, sources in the know said a team from IIT Madras is conducting a detailed structural study of T2 and T3 for the Delhi airport operator DIAL.

Query sent to DIAL (Delhi International Airport Ltd) seeking comments on the study remained unanswered.

Meanwhile, the structural study of airports under the state-owned Airports Authority of India (AAI) is in progress.



Corporate Communications Directorate

MILLENNIUM POST

DELHI

7 OCTOBER 2024

Government ropes in CBRI to advise airport operators on structural aspects, says official

NEW DELHI: The government has roped in the Central Building Research Institute (CBRI) to advise airport operators on the structural aspects of airports, according to a senior official.

The move comes against the backdrop of the collapse of a canopy at the old departure forecourt of Terminal 1 (T1) at the Delhi airport in June. During the same month, there were also similar incidents at Jabalpur and Rajkot airports.

Following the Delhi airport incident, the ministry decided to conduct a study of the structural aspects of T1 while state-owned Airports Authority of India (AAI) was asked to carry out an inspection of the struc-

tural strength of all minor and major airports.

The senior civil aviation ministry official said that Roorkee-based CBRI has been roped in for advising airport operators on the various structural aspects of the airports. The ministry is also planning to organise a technical workshop by CBRI for the airport operators.

The official said the ministry is examining the report of the study done by structural engineers from IIT Delhi related to the collapsed portion of Terminal 1 (T1) of the Delhi airport. The study of the remaining part of the old T1 is going on, the official said.

On June 28, a canopy at the

old departure forecourt of T1 partially collapsed amid heavy rains resulting in the death of a person and causing injuries to nine people.

In the wake of the incident, the ministry had said structural engineers from IIT Delhi had been asked to immediately assess the terminal.

The Indira Gandhi International Airport (IGIA) in the national capital, also the country's largest airport, has three terminals — T1, T2 and T3.

Separately, sources in the know said a team from IIT Madras is conducting a detailed structural study of T2 and T3 for the Delhi airport operator DIAL. Query sent to DIAL

(Delhi International Airport Ltd) seeking comments on the study remained unanswered.

Meanwhile, the structural study of airports under the state-owned Airports Authority of India (AAI) is in progress.

After the June 28 incident, AAI was directed to issue a circular to all minor and major airports to conduct a thorough inspection of their structural strength.

"Based on the findings, the need for increased safety measures and the development of long term policies to prevent the recurrence of such unfortunate incidents will be formulated at priority," the ministry said in June.

PII



Corporate Communications Directorate

THE TIMES OF INDIA

CHENNAI

6 OCTOBER 2024

Airport SWD work to finish by Oct 2025

Venkadesan.S@timesofindia.com

Chennai: Modification work on the stormwater drain on the operational side of the Chennai airport, as suggested by IIT Madras, will be completed by Oct next year, airport authorities said.

IIT Madras had suggested modification of drains to a length of 4.4km and the strengthening of the existing boundary wall up to a length of 4.2km as part of the flood mitigation at the airport during monsoon. The work was taken up at a cost of ₹124 crore.

Meanwhile, Pallavaram MLA I. Karunanidhi visited the airport on Friday to assess the pre-monsoon preparedness and flood mitigation measures being carried out at the airport.

Airport director CV Deepak and the MLA inspected the existing drainage system inside the airport and stormwater drain channels passing through the operational area of Chennai Airport before joining the Adyar river.

The minister was briefed about the proposed diversion of the drain from Pammal and Cantonment, which passes through the airport. As all drain channels finally reach Adyar river, AAI requested proper desilting of the river and channels outside the airport to prevent any backflow of stormwater due to a rise in river water levels during heavy rain.



Corporate Communications Directorate

AMAR UJALA

DELHI

7 OCTOBER 2024

एयरपोर्ट संचालकों को संरचनात्मक पहलुओं पर सलाह देगी सीबीआरआई

नई दिल्ली। सरकार ने एयरपोर्ट संचालकों को संरचनात्मक पहलुओं पर सलाह देने के लिए सेंट्रल बिल्डिंग रिसर्च इंस्टीट्यूट (सीबीआरआई) को नियुक्त किया गया है।

नागरिक उड्डयन मंत्रालय के वरिष्ठ अधिकारी ने पुष्टि करते हुए कहा कि यह फैसला जून में दिल्ली एयरपोर्ट के टर्मिनल-1 (टी1) के पुराने प्रस्थान प्रांगण में छत के ढहने की घटना के बाद उठाया गया है। इसी महीने जबलपुर और राजकोट एयरपोर्ट पर भी इसी तरह की घटनाएं हुई थीं। दिल्ली एयरपोर्ट की घटना के बाद उड्डयन मंत्रालय ने टी-1 के संरचनात्मक पहलुओं का अध्ययन करने का फैसला किया है, जबकि राज्य के स्वामित्व वाले

भारतीय विमानपत्तन प्राधिकरण (एएआई) को सभी छोटे और बड़े एयरपोर्ट की संरचनात्मक मजबूती का निरीक्षण करने के लिए कहा गया है। मंत्रालय सीबीआरआई द्वारा हवाईअड्डा संचालकों के लिए एक तकनीकी कार्यशाला आयोजित करने की भी योजना बना रहा है।

मंत्रालय दिल्ली हवाईअड्डे के टर्मिनल 1 (टी1) के ढह गए हिस्से से संबंधित आईआईटी दिल्ली के संरचनात्मक इंजीनियरों द्वारा किए गए अध्ययन की रिपोर्ट की जांच कर रहा है। बता दें कि 28 जून को भारी बारिश के बीच टी-1 के पुराने प्रस्थान प्रांगण में छत का एक हिस्सा ढह गया था, जिसमें एक व्यक्ति की मौत हो गई और नौ लोग घायल हो गए थे। एजेंसी



Corporate Communications Directorate

HINDUSTAN

DELHI

7 OCTOBER 2024

इंदौर एयरपोर्ट पर धमाके की धमकी

इंदौर, एजेंसी। मध्य प्रदेश के इंदौर में स्थित देवी अहिल्या बाई होल्कर अंतरराष्ट्रीय एयरपोर्ट को ईमेल पर बम की धमकी भेजी गई। शनिवार रात बम की धमकी वाला ई-मेल भेजा गया था, पुलिस ने मामले में प्राथमिकी दर्ज कर जांच शुरू कर दी है।

अतिरिक्त पुलिस आयुक्त अमित सिंह ने कहा कि ई-मेल भेजने वाले ने देश के अन्य एयरपोर्ट को भी उड़ाने की धमकी दी है। उन्होंने कहा कि सीआईएसएफ के सुरक्षाकर्मियों से प्राप्त आवेदन पर कार्रवाई करते हुए हमने एफआईआर दर्ज कर ली है। हम इस मामले की तह तक पहुंचेंगे। इस साल यह चौथी बार है जब धमकी मिली है।



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

Corporate Communications Directorate

THE HINDU

NEW DELHI

7 OCTOBER 2024

Security stepped up at Indore airport after bomb threat

Mehul Malpani

BHOPAL

Security at Indore's Ahilyabai Holkar International Airport in Madhya Pradesh and nearby areas has been heightened following a bomb threat received on Saturday evening, the pol-

ice said.

Indore Additional Commissioner of Police, Law and Order, Amit Singh told *The Hindu* that an FIR has been registered and an investigation launched into the matter.

On Saturday, the airport's security in-charge

had received an email threatening that a bomb will detonate at the Indore airport and other airports in the country.

"Our cyber experts are working to locate the email's IP address and see if it is a real threat or a hoax. Such mails are most-

ly sent through a VPN, making it difficult to trace. But we will definitely find out who's behind this," Mr. Singh said.

He said that while the Central Industrial Security Force (CISF) is taking care of the security of the premises, the local police are

working with the Central force to conduct searches in the area. "They have strengthened security at the airport and are organising drills. Frequent searches and frisking with dog squads are also being done," he said.

At least five such emails

have been received at the Indore airport in the past one year, and Mr. Singh said that most of them turned out to be hoaxes.

With the start of the festive season, several airports across the country have received similar threats.



Corporate Communications Directorate

THE HINDU

CHENNAI

6 OCTOBER 2024

8 IndiGo flights delayed; Air India flight returns to airport

The Hindu Bureau
CHENNAI

As many as eight IndiGo flights were delayed at Chennai airport on Saturday as there was an issue with the airline's system, airport officials said. Between 2 p.m. and 3.30 p.m., eight departure flights were delayed by about 30 minutes due to this issue.

System slowdown

"Since the system encountered problems, the check-in process was affected and the staff had to issue manual boarding passes to many passengers," an official said.

The airline had put out a

travel advisory on 'X' informing passengers about the issue. "#6ETravelAdvisory: We are currently experiencing a temporary system slowdown across our network, affecting our website and booking system. As a result, customers may face increased wait times, including slower check-ins and longer queues at the airport," the airline said.

Technical glitch

An Air India flight that departed from Chennai to Madurai returned to Chennai airport due to a technical glitch on Saturday. The flight which had to leave the city airport at 12.30

p.m. with 173 passengers came back to the airport at 1.20 p.m. and the passengers were deboarded, sources said.

The flight later left for Madurai at 4.10 p.m.

The airline, in a statement, said, the aircraft returned to the city airport to have precautionary checks.

"Our colleagues on ground at the airport made every effort to minimise inconvenience caused to our guests by this unexpected disruption. Full refunds on cancellation and complimentary rescheduling to another date were offered to guests if so desired by them," the airline said.



Corporate Communications Directorate

THE INDIAN EXPRESS

DELHI

7 OCTOBER 2024

Jaleel says mostly Muslims found smuggling gold at Kozhikode airport

SHAJU PHILIP
THIRUVANANTHAPURAM,
OCTOBER 6

AT A time when Kerala's ruling CPI(M) is facing criticism over Chief Minister Pinarayi Vijayan's remarks linking Malappuram district with gold smuggling, Left-backed legislator K T Jaleel has come under fire for saying "most people being caught in connection with gold smuggling at Kozhikode airport are Muslims".

The Left alliance has been in damage control mode since CM Vijayan said in a press conference last month that "figures show large amounts of hawala and gold are coming through Kozhikode airport (situated in Malappuram district)."

Jaleel, who is known to be close to Vijayan, said in a Facebook post Sunday, "Most people being caught in connection with gold smuggling at Kozhikode airport are Muslims. Without addressing this scenario, what reforms and progress do those who love Malappuram intend to bring in the community?"

The comments have drawn criticism, with IUML general secretary PMA Salam accusing him of depicting an entire community as criminals. "It is despicable and dangerous. He should tender an apology..." Salam said.



Corporate Communications Directorate

THE INDIAN EXPRESS

DELHI

7 OCTOBER 2024

Amid threat from Israel, Iran cancels flights from all airports

REUTERS

PARIS, WASHINGTON, OCT 6

FLIGHTS FROM all Iran's airports will be cancelled until 6 a.m. local time (0230 GMT) on Monday from 9 p.m. on Sunday, Iran's state media said, citing a spokesperson for Iran's Civil Aviation Organisation.

The flights have been cancelled due to operational restrictions, state media cited the spokesperson as saying without providing further details.



A pro-Palestinian protest in Berlin on Sunday. Reuters

Iran also implemented restrictions on flights Tuesday when it launched missiles at Israel, in an

attack to which Israel vowed to respond. The decision comes as Israel has threatened to strike Iran over its ballistic missile attack last week ahead of the anniversary of the October 7, 2023, Hamas attack on Israel that sparked the war still raging in the Gaza Strip that's spread elsewhere in the region.

A search of Iranian flights showed disruptions to airports in Iran's western and southern reaches over that time period, while others were still scheduled elsewhere across the Islamic Republic. **WITH AP INPUTS**

OPERATES MORE THAN 2,000 FLIGHTS DAILY

IndiGo faces system outage; thousands of passengers face tough time at airports

OUR CORRESPONDENT

MUMBAI: Thousands of IndiGo passengers faced a tough time on Saturday as the airline faced system outage for more than seven hours leading to long queues, longer waiting time for check-ins and baggage drop process at airports.

Passengers shared pictures of crowds at airports and handwritten boarding passes.

At a little past 1800 hours, the airline said while airport systems are up and running, it may take a little time to achieve full normalcy.

The systems of the country's largest airline, which oper-



ates more than 2,000 flights daily, started facing slowdown in the morning.

Thousands of IndiGo passen-

gers across airports had to wait for long at check-in counters for their flights on Saturday due to glitches in the airline's system.

Airports sources said the system glitch impacted various services of the airline, including online ticket bookings, web and counter check-in process, issuance of boarding passes, and dropping of baggage at airport counters.

The system slowdown was reported around 1115 hours at the Mumbai airport, the sources said.

There were serpentine queues of IndiGo passengers at various airports.

Many IndiGo passengers took to social media to complain about the problems and some of them claimed they missed their flights also. **Continued on P4**

IndiGo

"Our airport systems are up and running, and our airport services have eased out effectively. However, we kindly ask for your understanding as we work to restore our other applications," IndiGo said in a post on X at 1802 hours on Saturday.

Thousands of passengers were impacted by the system issues.

In another post on X during the day, the airline had said the option to make a booking or web check-in is temporarily unavail-

able due to the ongoing system outage.

At 1344 hours, IndiGo said it was experiencing a temporary system slowdown across its network, affecting the website and booking system.

"As a result, customers may face increased wait times, including slower check-ins and longer queues at airports," it said.

An IndiGo passenger claimed the system issues started from 0800 hours.

"Do you have any clue how many people missed their flights? Have any care for other's problems? This looks more like a railway station and not an airport!," the passenger said in a post on X.

Another passenger complained that web check-in was not happening for around eight hours.



Corporate Communications Directorate

THE MORNING STANDARD

DELHI

7 OCTOBER 2024

Bengaluru airport sees operational loss of ₹55 cr in 2024, reveals agency

S LALITHA @Bengaluru

THE Bengaluru international airport, which was the country's most profitable earlier, has recorded a loss of ₹55.7 crore in the financial year ending 2024, reveals a professional credit rating agency. Presenting a detailed report recently on all aspects related to the Bangalore International Airport Ltd (BIAL), which operates the Kempegowda International Airport (KIA), the ICRA Ltd (formerly Investment Information and Credit Rating Agency of India Ltd) has given it a 'stable' rating.

BIAL is a special purpose vehicle formed to set up the KIA airport, the country's third largest airport and the biggest in South India.

It is held by FIH Mauritius Investments and Anchorage Infrastructure Investment Holding Ltd (Fairfax Companies, 64%), Siemens Project Ventures GmbH, Germany (10%), Airports Authority of India (13%) and Karnataka State Industrial and Infrastructure Development Corporation Ltd (13%).

KIA had operationalised its second terminal, a nearly ₹5,000-crore project, in early 2023. It began domestic operations at T2 in January and international operations in September last year.

At loss in 2023 report

As per the financial details for 139 airports furnished as a written reply in the Parliament in December last year for the fiscal April 2022 to March 2023, 93 airports were reported as loss making.

Giving specific numbers, the report states that the Profit After Tax for BIAL worked out to a negative ₹55.7 crore for 2023-2024 during which it operated on an income of ₹2,4749.3 crore. For the previous year, it had recorded a profit of ₹487.3 crore with an operating income of ₹1,844.7 crore, it added.

Most profitable last year

As per the financial details for 139 airports furnished as a written reply in the Parliament in December last year for the fiscal April 2022 to March 2023, 93 airports were reported as loss making.

The list revealed that Bengaluru was the most profitable airport in the country.

Regarding the AAA rating, the report said, "The rating considers the healthy scale of operations, supported by growth in passenger traffic, commence of operations at T2 and improvement in both aeronautical and non-aeronautical revenues," it said.



Corporate Communications Directorate

THE TIMES OF INDIA

CHENNAI

6 OCTOBER 2024

IndiGo system outage leads to chaos at airports across India, delays flights

TIMES NEWS NETWORK

New Delhi/Mumbai: There was chaos at airports in India on Saturday, a peak festive rush weekend, with India's biggest domestic airline, IndiGo, which flies almost three lakh passengers daily, witnessing a network-wide system outage that led to long waits for check-in and baggage drop and boarding passes being issued manually.

Passengers posted pictures on social media of long queues and handwritten boarding passes being issued at places like Bengaluru and New Delhi. While at 6pm the

Emirates bans pagers & walkie-talkies

New Delhi: Emirates has banned pagers and walkie-talkies in passenger bags. The move is a fallout of last month's attacks on Lebanese group Hezbollah involving communication devices that exploded.

"All passengers travelling on flights to, from or via Dubai are prohibited from transporting pagers and walkie-talkies in checked or cabin baggage. Such items found in passengers' hand luggage or checked baggage will be confiscated by Dubai police," Emirates said on its website Saturday. TNN

airline said the issue had been resolved, the backlog will take several hours to clear.

At 1.44pm on Saturday, IndiGo said it had experienced "a temporary system slowdown across our network, affecting our website and book-

ing system. As a result, customers may face increased wait times, including slower check-ins and longer queues at the airport". The airline said its airport teams were available to assist everyone.

Full report on www.toi.in



Corporate Communications Directorate

THE TIMES OF INDIA

HYDERABAD

6 OCTOBER 2024

IndiGo system outage delays 22 flights at RGIA

Sunny.Baski@timesofindia.com

Hyderabad: On Saturday, 22 flights, including one international service, faced delays at Rajiv Gandhi International Airport (RGIA) due to a nearly three-hour system outage affecting IndiGo airline. This disruption impacted flight operations and ground services at various airports across the country.

As a result, RGIA experienced long queues at ticket counters between 12:40 pm and 3:35 pm, hindering passengers from boarding flights or making reservations.

The delays included one international flight to Dubai and domestic services to various destinations, with wait



TECH GLITCH CAUSES CHAOS

times ranging from two to three hours. IndiGo acknowledged the issue on X, stating, "We are currently experiencing a temporary system slowdown across our network, affecting our website and booking system."

Later, IndiGo announced that their airport systems were back up and running, and services returned to normal.



Corporate Communications Directorate

AMAR UJALA

DELHI

7 OCTOBER 2024

एअर इंडिया की उड़ान में 8.5 घंटे की देरी, अभिनेत्री शोम भड़कीं

नई दिल्ली। मुंबई से लंदन जाने वाली एअर इंडिया की एक उड़ान में 8.5 घंटे की देरी पर अभिनेत्री तिलोत्तमा शोम ने सोशल मीडिया में अपना गुस्सा जाहिर किया। तिलोत्तमा ने रविवार को सोशल मीडिया में कहा, एअर इंडिया ने यात्रियों को सूचित नहीं किया कि उनकी मुंबई-लंदन उड़ान 8.5 घंटे देरी से चल रही है। हालांकि, एयरलाइन ने स्पष्टीकरण देते हुए दावा किया कि उसने पंजीकृत फोन नंबर पर देरी के बारे में सूचना भेज दी थी। एजेंसी



Corporate Communications Directorate

AMAR UJALA

DELHI

7 OCTOBER 2024

मेडिकल इमरजेंसी...कोपेनहेगन की ओर मोड़ दी गई एअर इंडिया की दिल्ली-लंदन उड़ान

नई दिल्ली। दिल्ली से लंदन जा रही एअर इंडिया की एक उड़ान को रविवार को मेडिकल इमरजेंसी के कारण कोपेनहेगन की ओर डाइवर्ट कर दिया गया।



एयरलाइन के एक अधिकारी के मुताबिक, उड़ान में एक पुरुष यात्री बीमार महसूस कर रहा था। उसे कोपेनहेगन (डेनमार्क) में विमान से उतार दिया गया और चिकित्सा के

लिए अस्पताल ले जाया गया। एयरलाइन अधिकारी ने बताया कि बाद में फ्लाइट लंदन के लिए रवाना हो गई। अधिकारी ने बताया कि, कोपेनहेगन एयरपोर्ट पर हमारे ग्राउंड सहकर्मियों ने डायवर्जन के कारण सभी मेहमानों को होने वाली असुविधा को कम करने की पूरी कोशिश की। एजेसी

पश्चिम एशियाई संकट की वजह से विमानन कंपनियों को झेलनी पड़ रही परेशानियां

उड़ानों का मार्ग बदला, वक्त बढ़ा

दीपक पटेल
नई दिल्ली, 6 अक्टूबर

पश्चिम एशिया में संकट के बीच ईरान द्वारा इजरायल पर मिसाइलें दागने के बाद ईरान का हवाई क्षेत्र बंद होने से एयरलाइन कंपनियों को मुंबई से यूरोप जाने वाली कई उड़ानों का मार्ग बदलने को मजबूर होना पड़ा है। मार्ग बदलने की वजह से उनकी उड़ान अवधि 20 मिनट तक बढ़ गई है।

मुंबई भारत में दिल्ली के बाद देश का दूसरा सबसे व्यस्त हवाई अड्डा है। उद्योग के अधिकारियों ने बिजनेस स्टैंडर्ड को बताया कि हालात खराब हो गए हैं, क्योंकि अफगानिस्तान (ईरान के पड़ोसी देश) का इस्तेमाल अगस्त 2021 में तालिबान के कब्जे के बाद से किसी एयरलाइन द्वारा नहीं किया जा रहा है। ये एयरलाइन अब अपनी यूरोप की उड़ानें ताजिकिस्तान या इराक के जरिये संचालित कर रही हैं। हालांकि इनमें से कुछ इराकी हवाई क्षेत्र से भी परहेज कर रही हैं और इसके बजाय वे इजरायली हवाई क्षेत्र का इस्तेमाल कर रही हैं, क्योंकि यह अभी भी खुला हुआ है।

उदाहरण के लिए, एयर फ्रांस की मुंबई-पेरिस उड़ान ईरान द्वारा 1 अक्टूबर के मिसाइल हमले से पहले तक इराकी हवाई क्षेत्र से संचालित की जा रही थी। लेकिन 1 अक्टूबर के बाद एयरलाइन ने



अपनी मुंबई-पेरिस उड़ान का मार्ग इजरायल हवाई क्षेत्र से कर दिया है। एयर फ्रांस ने इस मामले में पूछे गए सवाल पर बिजनेस स्टैंडर्ड के सवाल का जवाब नहीं दिया है।

दिल्ली या बेंगलूरु की तुलना में मुंबई पश्चिम में अधिक दूर और पश्चिम एशिया के अधिक निकट स्थित है, इसलिए इसकी अंतरराष्ट्रीय उड़ानों के ईरानी वायुक्षेत्र से गुजरने की संभावना अधिक है। एयर इंडिया की मुंबई-लंदन उड़ान अब ताजिकिस्तान के हवाई क्षेत्र से संचालित की जा रही है, जिससे उड़ान का समय बढ़ रहा है। संपर्क किए जाने पर एयर

इंडिया के प्रवक्ता ने बताया, 'हमारी सभी उड़ानों का प्रतिदिन किसी भी संभावित सुरक्षा या रक्षा संबंधित जोखिम के लिए मूल्यांकन किया जाता है, चाहे वह पश्चिम एशिया में हो या हमारे रूट नेटवर्क के किसी अन्य हिस्से में हों। जरूरत पड़ने पर बदलाव भी किए जा रहे हैं, जिससे कि हमारे परिचालन को प्रभावित होने से बचाया जा सके। हालात पर कड़ी नजर रखी जा रही है।' लुफ्थांसा अपनी मुंबई-फ्रैंकफर्ट उड़ान के लिए ईरानी हवाई क्षेत्र का इस्तेमाल कर रही है। उसने अपनी उड़ान का मार्ग बदला है जिससे उसमें लगने वाला समय बढ़ गया है।

विमानन पर असर

- मार्ग बदलने की वजह से उड़ानों की अवधि 20 मिनट तक बढ़ गई है
- कई एयरलाइन अब अपनी यूरोप की उड़ानें ताजिकिस्तान या इराक के जरिये संचालित कर रही हैं
- कुछ एयरलाइन इराकी हवाई क्षेत्र से भी परहेज कर रही हैं, इसके बजाय वे इजरायली हवाई क्षेत्र का इस्तेमाल कर रही हैं, क्योंकि यह अभी भी खुला हुआ है
- अगर यात्रा के समय में वृद्धि बनी रही तो हवाई किराया भी बढ़ सकता है

विमानन उद्योग के अधिकारियों का कहना है कि यदि यात्रा के समय में वृद्धि बनी रही तो हवाई किराया बढ़ सकता है। मौजूदा समय में कम एटीएफ कीमतों से एयरलाइनों को इस समस्या का सामना करने में मदद मिल रही है। 1 अक्टूबर को दिल्ली में एटीएफ कीमत 87,597 रुपये पर थी, जो अक्टूबर 2023 के मुकाबले 25.8 प्रतिशत कम है।

ईरान हवाई क्षेत्र बंद होने की वजह से इंडिगो की मुंबई-इस्तांबुल उड़ान का समय 20 मिनट तक बढ़ गया है। इंडिगो अब अपनी इस उड़ान के लिए इजरायली हवाई क्षेत्र का इस्तेमाल कर रही है।

IndiGo's punctuality falls to 54% on outage

DEEPAK PATEL

New Delhi, 6 October

IndiGo, India's largest airline, saw its on-time performance (OTP) plummet to just 54 per cent on Saturday (October 5), as a system outage left passengers enduring lengthy delays at airports.

The airline's OTP between October 1 and October 4 was between 74.9-80.3 per cent, according to the Ministry of Civil Aviation's data. IndiGo currently operates about 2,150 daily flights. Other airlines' punctuality was not affected on Saturday.

The outage on Saturday lasted several hours, with sys-

NOT ON THE CLOCK

IndiGo's on-time performance in October 2024



Source: Ministry of Civil Aviation

tems returning to normal late that night. "Our systems are back to normal and are running smoothly," IndiGo posted on X at 11:11 PM on Saturday, apologising for the inconvenience caused to customers.



Corporate Communications Directorate

BUSINESS STANDARD

DELHI

7 OCTOBER 2024

IndiGo faces 7-hr system outage

Thousands of IndiGo passengers faced a tough time on Saturday as the airline faced system outage for more than seven hours leading to long queues, longer waiting time for check-ins and baggage drop process at airports.

Passengers shared pictures of crowds at airports and handwritten boarding passes. At a little past 6 pm, the airline said while airport systems were up and running, it may take a little time to achieve full normalcy. Some IndiGo passengers wrote on social media that they missed their flights also.

PTI

West Asia crisis forces airlines to reroute

DEEPAK PATEL

New Delhi, 6 October

The closure of Iranian airspace after Iran fired missiles on Israel amid the crisis in West Asia have forced carriers to reroute various flights to Europe from Mumbai, increasing their flying duration by up to 20 minutes.

Mumbai is India's busiest airport after Delhi. Industry executives told *Business Standard* the situation had become complicated because the airspace of Afghanistan, which neighbours Iran, was anyway not being used by various carriers since the Taliban takeover in August 2021.

These airlines are now taking their flights to Europe via Tajikistan or via Iraq. However, a few of them are even avoiding Iraqi airspace and instead using Israeli airspace because it is still open, they said.

For example, Air France's Mumbai-Paris flight was flying over Iraq before the October 1 missile attack by Iran. However, after October 1, the airline has rerouted the flight, which now goes via Israeli airspace. Air France did not respond to *Business Standard's* request for a statement on this matter.

Mumbai, being located farther west and closer to West Asia than Delhi or Bengaluru, is more likely to have its international flights crossing Iranian airspace, particularly on routes to Europe or anywhere else in the western hemisphere. Flights from Delhi or

AIR TURBULENCE

Major routes where scheduled flights have been affected due to closure of Iranian airspace

Airline	No. of weekly flights	Route
IndiGo	14	Mumbai-Istanbul
Lufthansa	14	Mumbai-Frankfurt
Air India	28	Mumbai-London Heathrow
British Airways	42	Mumbai-London Heathrow
Vistara	14	Mumbai-Frankfurt
Air France	14	Mumbai-Paris



Bengaluru, while they may still fly over Iran, depending on the route, have alternative paths that may take them through Central Asia or northern routes.

Air India's Mumbai-London flight is now going via Tajikistan's airspace, increasing its flight time. When contacted, an Air India spokesperson told the newspaper: "All our flights are assessed daily for any potential security or safety risks whether it is in the Middle East or any other part of our route network. Adjustments are made, if required, to avoid areas of risk with a minimal impact on our non-stop operations. The situation is being monitored closely."

Lufthansa has been using Iranian airspace for its Mumbai-Frankfurt

flight. It has rerouted its flight, increasing its time. In a statement, a Lufthansa spokesperson said: "At Lufthansa Group, the safety of our passengers and crew is our top priority. Due to the current situation in the Middle East, the airlines of the Lufthansa Group have adjusted their flight schedules. Accordingly, these adjustments include the following: Iranian airspace will be avoided until further notice; Iraqi airspace will be avoided until further notice (with the exception of a northern corridor for flights to and from Erbil); Israeli airspace will be avoided up to, and including, October 31, 2024."

"Due to these adjustments, the affected passengers can rebook free of charge to a later travel date or alternatively receive a full refund of their

ticket price. Safety is of (utmost) concern for the Lufthansa Group and we regret the inconvenience caused to our passengers," the spokesperson added.

Aviation-industry executives stated the airfares were likely to move up if the increased flight time persisted. Right now, the low prices of aviation turbine fuel (ATF) are helping the airlines buffer the disruption, they said. On October 1, the ATF price in Delhi stood at ₹87,597 (per kilo litre), which was 25.9 per cent lower than in October 2023. IndiGo's Mumbai-Istanbul flight time has increased by up to 20 minutes due to the closure of Iranian airspace. The airline is flying through Israel.

IndiGo did not respond to *Business Standard's* request for a statement on this matter.



Corporate Communications Directorate

DAINIK BHASKAR

JAIPUR

6 OCTOBER 2024

सर्वर ठप: उदयपुर, जयपुर सहित कई फ्लाइट्स के यात्रियों की बोर्डिंग अटकी

जयपुर | शनिवार को इंडिगो एयरलाइंस का सर्वर ठप रहा, जिससे देशभर में संचालित होने वाली फ्लाइट्स में यात्रियों की बोर्डिंग अटक गई। एयरपोर्ट के अनुसार उदयपुर, दिल्ली, मुंबई सहित अन्य शहरों से जयपुर आ रहे हवाई यात्रियों की 2 से 3 घंटे बोर्डिंग नहीं हो सकी। ऐसे में उन्हें एयरपोर्ट पर ही घंटों परेशान होना पड़ा। कई लोगों के पैसे कट गए, लेकिन पीएनआर जनरेट नहीं हो सका। ऐसे में भी लोगों को परेशान होना पड़ा।



Corporate Communications Directorate

DAINIK BHASKAR

JAIPUR

6 OCTOBER 2024

इंडिगो का सिस्टम डाउन; जयपुर, जोधपुर एयरपोर्ट पर बुकिंग व चेक-इन में परेशानी

एजेंसी | नई दिल्ली

भारत की प्रमुख घरेलू एयरलाइन इंडिगो के नेटवर्क में तकनीकी खामो से शनिवार को बुकिंग प्रक्रिया प्रभावित रही। इसका असर जयपुर और जोधपुर में भी पड़ा। यात्रियों को ऑनलाइन बुकिंग और चेक-इन में मुश्किलों का सामना करना पड़ा। उड़ानें, ग्राउंड सर्विस प्रभावित होने और चेक-इन में देरी से देशभर के हवाई अड्डों पर यात्रियों की लंबी कतारें लगी रहीं। इंडिगो ने सोशल मीडिया प्लेटफॉर्म पर कहा, हमारी टीम यात्रियों की सहायता के लिए समर्पित है और उनकी यात्रा को सुगम बनाने के लिए काम कर रही है। गौरतलब है कि घरेलू बाजार में इंडिगो की 62% हिस्सेदारी है। कंपनी 30 अंतरराष्ट्रीय और 2000 घरेलू उड़ानों का संचालन करती है।

यात्रियों की 2 से 3 घंटे बोर्डिंग नहीं हो सकी

जयपुर | इंडिगो का सिस्टम डाउन होने से जयपुर एयरपोर्ट पर यात्रियों की बोर्डिंग अटक गई। कई के पैसे कट गए, लेकिन पीएनआर जनरेट नहीं हो सका। जोधपुर में अहमदाबाद और मुंबई जाने वाली दो फ्लाइट्स लट हुईं।

वडोदरा हवाई अड्डे को बम से उड़ाने की धमकी

वडोदरा | वडोदरा हवाई अड्डे को बम से उड़ाने की धमकी मिली है। तलाशी के बाद धमकी फर्जी मिली। पुलिस ने बताया, सीआईएसएफ को शुक्रवार को धमकी का एक ई-मेल मिला।



Corporate Communications Directorate

DECCAN CHRONICLE

HYDERABAD

6 OCTOBER 2024

PASSENGERS SUFFER AS INDIGO HIT BY TECH GLITCH

DC CORRESPONDENT
NEW DELHI, OCT. 5

IndiGo faced a major technical glitch on Saturday, causing a temporary system outage that disrupted operations and led to flight delays and chaos at airports, stranding many passengers nationwide.

The outage began around 12 noon and impacted online bookings and check-ins. In a travel advisory posted on X, IndiGo stated, "We are currently experiencing a temporary system slowdown affecting our website and booking system. Customers may face increased wait times and longer queues at the airport. Our dedicated airport teams are working diligently to assist everyone and restore normalcy as quickly as possible."

Passengers took to social media to share images of the airport chaos.



Corporate Communications Directorate

THE FINANCIAL EXPRESS

DELHI

7 OCTOBER 2024

IndiGo operations return to normal



INDIGO'S OPERATIONS WERE normal on Sunday, a day after systems outage at the airline resulted in long waiting hours for passengers at airports. The outage on Saturday lasted for many hours and systems were back to normal late in the night. "Our systems are back to normal and are running smoothly," IndiGo said in a post on X at 2311 hours on Saturday and regretted the inconvenience caused to its customers. The airline operates more than 2,000 flights daily.

— PTI



Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

6 OCTOBER 2024

IndiGo's Pune-Bhopal flights from Oct 27

Staff Reporter

PUNE

IndiGo is introducing daily Pune-Bhopal direct flights from Oct 27. "The introduction of this new route will not only promote tourism but also foster important business interactions between the two destinations. The route will enhance connectivity and offer greater convenience to travellers across these regions," the airline said in a release.

Flight 6E 258 will depart from Pune at 1pm and arrive in Bhopal at 2.35pm, while flight 6E 257 will leave Bhopal at 3.05pm and reach Pune at 4.50pm.

IndiGo faces system outage; thousands of passengers face tough time at airports

Press Trust of India
Mumbai, Oct 5

Thousands of IndiGo passengers faced a tough time on Saturday as the airline faced system outage for more than seven hours leading to long queues, longer waiting time for check-ins and baggage drop process at airports.

Passengers shared pictures of crowds at airports and handwritten boarding passes.

At a little past 1800 hours, the airline said while airport systems are up and running, it may take a little time to achieve full normalcy.

The systems of the country's largest airline, which operates more than 2,000 flights daily, started facing slowdown in the morning.

Thousands of IndiGo passengers across airports had to wait for long at check-in counters for their flights on Saturday due to glitches in the airline's system.

Airports sources said the system glitch impacted various services of the airline, including online ticket bookings, web and counter checking-in process, issuance of boarding passes, and dropping of baggage at air-



port counters.

The system slowdown was reported around 1115 hours at the Mumbai airport, the sources said.

There were serpentine queues of IndiGo passengers at various airports.

Many IndiGo passengers took to social media to complain about the problems and some of them claimed they missed their flights also.

"Our airport systems are up and running, and our airport services have eased out effectively. However, we kindly ask for your understanding as we work to restore our other applications," IndiGo said in a post on X at 1802 hours on Saturday.

Thousands of passengers were impacted by the system issues.

In another post on X during the day, the airline had said the option to make

a booking or web check-in is temporarily unavailable due to the ongoing system outage.

At 1344 hours, IndiGo said it was experiencing a temporary system slowdown across its network, affecting the website and booking system.

"As a result, customers may face increased wait times, including slower check-ins and longer queues at airports," it said.

An IndiGo passenger claimed the system issues started from 0800 hours.

"Do you have any clue how many people missed their flights? Have any care for other's problems? This looks more like a railway station and not an airport," the passenger said in a post on X.

Another passenger complained that web check-in was not happening for around eight hours.



Corporate Communications Directorate

HINDUSTAN

DELHI

7 OCTOBER 2024

इंडिगो का परिचालन रविवार को बहाल

नई दिल्ली, एजेेंसी। एयरलाइन कंपनी इंडिगो का परिचालन रविवार को सामान्य हो गया। एक दिन पहले शनिवार को एयरलाइन में प्रणालीगत गड़बड़ी के कारण हवाई अड्डों पर यात्रियों को घंटों इंतजार करना पड़ा था।

एयरलाइन प्रतिदिन 2,000 से अधिक उड़ानों का परिचालन करती है। शनिवार को विमान सेवा बाधित होने से इंडिगो यात्रियों के लिए हवाई अड्डा सेवाएं प्रभावित हुईं और कुछ उड़ानों में देरी हुई। देर रात तक परिचालन सामान्य हो सका। इंडिगो ने एक्स पर परिचालन सामान्य होने की जानकारी दी।



Corporate Communications Directorate

HINDUSTAN

DELHI

7 OCTOBER 2024

एयरइंडियाकाविमान कोपनहेगन डायवर्ट

नई दिल्ली। दिल्ली से लंदन जाने वाली एयर इंडिया की विमान को मेडिकल आपात स्थिति के कारण रविवार को कोपेनहेगन डायवर्ट करना पड़ा। एयरलाइन के अधिकारी ने यह जानकारी दी। बताया जा रहा है कि विमान एआई111 में सवार पुरुष यात्री ने तबीयत खराब होने की सूचना दी।



Corporate Communications Directorate

HINDUSTAN

DELHI

7 OCTOBER 2024

उड़ान में 8.5 घंटे की देरी, अभिनेत्री ने आरोप लगाए

नई दिल्ली, एजेसी। अभिनेत्री तिलोत्तमा शोम ने रविवार को विमान की देरी को लेकर एयर इंडिया पर नाराजगी जताई। उन्होंने आरोप लगाया कि मुंबई से लंदन जाने वाली फ्लाइट में 8.5 घंटे की देरी है, एयर इंडिया ने यात्रियों को सूचित नहीं किया।

इस पर एयरलाइन ने कहा कि उन्होंने रजिस्टर फोन पर देरी के बारे में एक सूचना भेजी थी। हालांकि, उन्होंने इस असुविधा के लिए खेद जताया।

त्रिभुवन मिश्रा सीए टॉपर की अभिनेत्री तिलोत्तमा को लंदन के एक अस्पताल में इलाज के लिए मरीज के साथ जा रही थीं। उनकी फ्लाइट सुबह 5.15 बजे थी और वह सुबह दो बजे हवाई अड्डे पर पहुंच गईं। वहां पहुंचने पर पता चला कि विमान के उड़ान भरने में देरी है। इस घटना पर एक्स पर पोस्ट में लिखा, एआई 129 हीथ्रो के लिए

■ कहा, एयर इंडिया ने नहीं दी थी कोई सूचना, एयरलाइन की सफाई-मैसेज भेजे थे

एयर इंडिया की उड़ान सुबह 5.15 से 10 बजे तक देर है। यात्रियों को देरी के बारे में सूचित करने के लिए एयरलाइंस ने कोई भी संदेश, कॉल नहीं किया। जब एआई से संपर्क किया तो वे सिर्फ इतना कहते हैं कि क्षमा करें। उन्होंने कहा, एयर इंडिया अपने यात्रियों को यह क्यों नहीं बताते कि उड़ान में देरी हो रही है। शोम ने लिखा, चेक-इन के बाद यात्रियों को सूचित किया गया कि उड़ान में पहले 3.5 घंटे की देरी है। बाद में वह 8.5 घंटे तक देरी हो गई। इसके जवाब में एयरलाइन ने कहा कि कर्मचारी असुविधा को कम करने के लिए प्रयास कर रहे हैं।

IndiGo glitch leaves many stranded across country

**Neha LM Tripathi and
Jasjeev Gandhiok**

letters@hindustantimes.com

NEW DELHI : A system-wide outage at IndiGo, India's largest airline, snarled operations across the country on Saturday, stranding thousands of passengers and causing hours-long delays with many major airports saddled with long queues.

The technical glitch started at 12:30pm and affected everything from online bookings to check-ins at airports nationwide. The company first acknowledged the glitch at 1:44pm, citing a "temporary system slowdown across our network".

At 6:02pm, it reported that part of the network that handled airport operations was restored and added that "it may take a little time" to achieve full normalcy. The carrier operates close to 2,000 flights on average and holds an estimated 60% market share in India's domestic airline sector. According to flight tracking website Flight Aware, IndiGo accounted for the most number



The carrier operates close to 2,000 flights on average and holds an estimated 60% market share in India's domestic airline sector. HT

of flights delayed globally — 889 of close to 9,900 running behind schedule on Saturday.

The slowdown unfolded in crowds of people having to wait at busy metropolitan airports of Delhi, Bengaluru, Mumbai and Chennai, and in a flood of outrage on social media. An official at the Delhi Airport, who asked not to be named, said during the full outage, check-ins had to be done manually for people — especially those who had to drop off

baggage. "For those with check-in baggage and requiring a check-in at the counter, the process was delayed as each check-in had to be done manually," said this person. The company also acknowledged to customers on social media that its booking and web check-in services were down and the disruption continued at least till 9:45pm. "We are experiencing a temporary system slowdown impacting our website and book-

ing services. Please try again after a short while, as we are working diligently to restore stability," its X account replied to a post in which a person said they had been unable to book ticket with the carrier since morning.

An IndiGo representative did not respond to requests for comments on what caused the disruption and whether this was a network glitch or an intrusion.

Saturday's disruptions were second only to the chaos that unfolded when a global Microsoft Windows outage on July 19 took down services worldwide. Then, IndiGo was the hardest hit and cancelled around 200 flights. On Saturday, the company did not respond to requests for data. The situation was likely exacerbated with festival season travel with Dussehra due to be celebrated next week. Officials at airports said disruptions were in all services: website and online booking, web and counter check-in processes, issuance of boarding passes, baggage drop and flight operations and scheduling.



Corporate Communications Directorate

HINDUSTAN TIMES

MUMBAI

6 OCTOBER 2024

IndiGo outage leaves passengers stranded

**Neha LM Tripathi and
Jasjeev Gandhiok**

letters@hindustantimes.com

NEW DELHI: A system-wide outage at IndiGo, India's largest airline, snarled operations across the country on Saturday, stranding thousands of passengers and causing hours-long delays with many major airports saddled with long queues. The technical glitch started at 12.30pm and affected everything from online bookings to check-ins at airports nationwide. The company first acknowledged the glitch at 1.44pm, citing a "temporary system slowdown across our network".

The slowdown unfolded in crowds of people having to wait at busy metropolitan airports of Delhi, Bengaluru, Mumbai and



Disruptions included IndiGo's airport network and its booking service.

Chennai, and in a flood of outrage on social media. According to flight tracking website Flight Aware, IndiGo accounted for the most number of flights delayed globally — 889 of close to 9,900 running behind schedule on Saturday.

→P8

IndiGo passengers face long queues after IT system glitch

The Hindu Bureau

NEW DELHI

IndiGo passengers across airports faced long queues at check-in counters on Saturday after the airline was hit by an IT system failure for nearly six hours that also led to hundreds of flights getting delayed and a few cancellations. Passengers were unable to carry out flight bookings, do web check-in or modify their booking, and had to be issued handwritten boarding passes at the airport.

“We are currently experiencing a temporary system slowdown across our network, affecting our website and booking system. As a result, customers may face increased wait times, including slower check-ins and longer queues at the airport,” IndiGo said in a press statement.

Passengers from airports in Bengaluru, Kochi, Male and other places took to social media to recount their ordeal. “I am travelling from Delhi To Pune Flight Number 6E 2132. I was informed during check-in my luggage that



The airline’s airport systems were up by 6 p.m., but others still face issues. FILE PHOTO

server is down and all flights are delayed. Now, I have missed my Flight,” said Sahil Sayeed on X.

The flight tracking website flightradar24 said that between 10 a.m. and 8 p.m., over 60 departures from Delhi’s Indira Gandhi International Airport were delayed by over 30 minutes, nearly 55 from Mumbai, 37 from Kolkata and 77 from Bengaluru.

Around 6 p.m., the airline issued a statement updating that its airport systems had resumed, though other applications continued to face some issues.

However, flight delays continued because of the cascading impact on flight operations from delays earlier in the day.

More Indians travelling abroad but arrivals yet to hit pre-Covid levels

SUKALP SHARMA
NEW DELHI, OCTOBER 6

THE POST-PANDEMIC surge in international travel is a global phenomenon and the story is not too different when it comes to Indians travelling overseas, with outbound numbers exceeding pre-Covid levels. But what continues to be a cause of concern for the country's tourism industry is that foreign tourist arrivals (FTAs) are yet to catch up with pre-pandemic levels.

In the first half of 2024, 47.78

Period	Tourists (in lakh)	% change vs 2019
2024 (H1)	47.78	-9.8*
2023	92.36	-15.5
2022	61.91	-43.4
2021**	15.27	-86.0
2020**	27.45	-74.9
2019	109.30	-

* First half of 2019
** Travel restricted by Covid-19
Source: Ministry of Tourism

lakh foreign tourists visited India, 9.1 per cent higher than the same period the year before, but still 9.8 per cent lower than the corresponding months of 2019 — the last full year before the pandemic struck, according to data from the Ministry of Tourism (see chart).

In contrast, Indian nationals' departures from the country in the six months ended June 2024 rose 12.3 per cent over the corresponding period of 2019 to 1.50 crore. On a year-on-year basis, the departures were higher

CONTINUED ON PAGE 2

• More Indians travelling abroad but arrivals yet to hit pre-Covid levels

by 13.7 per cent. India's official tourism statistics are released with a lag and June 2024 is the last month for which the data is publicly available. Industry watchers attribute the divergence in trend between foreign tourist arrivals into India and Indians travelling overseas to a combination of reasons, which include subdued tourist footfalls from Bangladesh and China.

While Bangladesh, which accounts for the highest number of FTAs into India, has been grappling with a financial crisis that has seemingly impacted travel demand there, absence of direct flights between India and China has evidently dented the number of Chinese nationals travelling to India.

The other major factor that appears to be at play is other countries in Asia attracting more travellers with easy visa regimes and more value-for-money propositions for tourists. These include some emerging destinations — particularly in Central Asia and Eurasia — that are rapidly growing as international tourism destinations.

"...Qatar, Dubai, Vietnam and Sri Lanka are drawing tourists with more affordable options and favourable visa policies. These destinations have exceeded their pre-Covid levels,

OUTBOUND TRAVEL BY INDIANS

Period	Departures (in lakh)	% change vs 2019
2024 (H1)	150.23	12.3*
2023	272.74	1.3
2022	210.96	-21.6
2021**	85.51	-68.2
2020**	72.95	-72.9
2019	269.15	-

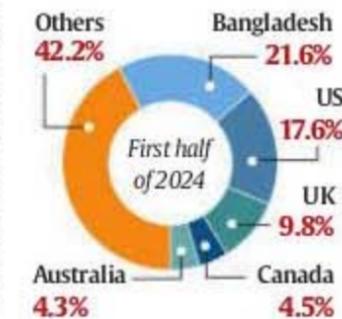
* First half of 2019
** Travel restricted by Covid-19

with FTAs in Qatar up 47%, Dubai 11%, Vietnam 4% and Sri Lanka 0.2% in the first half of the current calendar," CRISIL Market Intelligence and Analytics said in a recent note. It added that aggressive campaigns by emerging destinations such as Azerbaijan, Georgia and Kazakhstan are competing for tourist spends.

In fact, the number of Indians travelling to such destinations has also shot up significantly in the post-pandemic period. This trend itself lends credence to the argument that the growth being charted by these geographies in terms of international tourist interest has likely hurt foreign tourist arrivals in India.

Apart from simple visa rules

TOP COUNTRIES FOR INBOUND TOURISTS



Source: Ministry of Tourism

and easy connectivity, most of these emerging destinations have an added allure: they cost nearly as much or only moderately higher than a holiday at a popular domestic destination. And Indian airlines are taking notice, increasing the number of routes as well as frequency of flights.

In July, *The Indian Express* had reported a surge in the number of Indians travelling to Silk Road countries such as Azerbaijan, Uzbekistan, Kazakhstan, and Georgia, and Southeast Asia's latest tourism hotspot, Vietnam, mainly a combination of enhanced direct flight connectivity, swift and hassle-free visa regimes, and relatively more af-

fordable prices. Before the pandemic, these destinations largely attracted more discerning travellers from India.

Passenger traffic on direct flights from India to Azerbaijan in October-March (H2) 2023-24 (FY24) jumped by a whopping 750 per cent on the year, while for Georgia, it shot up by nearly 200 per cent, an analysis of international air traffic data released by the Directorate General of Civil Aviation (DGCA) shows. The jump was around 115 per cent in the case of Uzbekistan, 108 per cent for Vietnam, and 70 per cent for Kazakhstan.

Meanwhile, India's total outbound passenger traffic on international flights in H2 of FY24 grew 16.5 per cent on the year, according to DGCA data.

"The surge (in the number of Indians travelling overseas) is largely driven by the K-shaped economic recovery, which is playing out in tourism, too. Indians making multiple trips abroad, supported by rising disposable income that has made international travel more affordable and enhanced airline connectivity and streamlined visa processes that have made foreign destinations more accessible," CRISIL Market Intelligence and Analytics said.





Corporate Communications Directorate

MILLENNIUM POST

DELHI

7 OCTOBER 2024

IndiGo's ops return to normalcy

NEW DELHI: IndiGo's operations were normal on Sunday, a day after systems outage at the airline resulted in long waiting hours for passengers at airports. An airline official on Sunday said operations were normal.

The outage on Saturday lasted for many hours, and systems were back to normal late in the night.

"Our systems are back to normal and are running smoothly," IndiGo said in a post on X at 2311 hours on Saturday and regretted the inconvenience caused to the customers. Airport services for IndiGo passengers were impacted, and some flights were delayed due to the outage on Saturday. PTI



Corporate Communications Directorate

RASHTRIYA SAHARA

DELHI

7 OCTOBER 2024

रविवार को सामान्य हो सका इंडिगो का परिचालन नई दिल्ली (भाषा)।

एयरलाइन कंपनी इंडिगो का परिचालन रविवार को सामान्य हो गया। एक दिन पहले शनिवार को एयरलाइन में प्रणालीगत गड़बड़ी के कारण हवाईअड्डों पर यात्रियों को घंटों इंतजार करना पड़ा था।

एयरलाइन प्रतिदिन 2,000 से अधिक उड़ानों का परिचालन करती है। एयरलाइन



के एक अधिकारी ने रविवार को कहा कि अब परिचालन सामान्य है। शनिवार को कई घंटों तक व्यवधान चला और देर रात तक परिचालन सामान्य हो सका। इंडिगो ने शनिवार रात 11.11 बजे सोशल मीडिया मंच 'एक्स' पर पोस्ट में कहा, 'हमारी प्रणालियां सामान्य हो गई हैं और सुचारू रूप से चल रही हैं।' उसने यात्रियों को हुई असुविधा के लिए खेद जताया।



Corporate Communications Directorate

SWATANTRA BHARAT

LUCKNOW

6 OCTOBER 2024

इंडिगो का सर्वर डाउन, फ्लाइट्स प्रभावित

मुंबई। इंडिगो एयरलाइंस का सिस्टम तकनीकी कारणों से बेहद धीमी गति से काम कर रहा है। एयरलाइंस के पूरे नेटवर्क में यह समस्या आई है, जिसके चलते एयरलाइंस की उड़ान सेवाएं प्रभावित हुई हैं। इसके चलते यात्रियों को भारी दिक्कतों का सामना करना पड़ रहा है और विभिन्न एयरपोर्ट्स पर चेक इन और सामान की जांच के लिए यात्रियों की लंबी कतारें दिख रही हैं। इंडिगो ने बयान जारी कर बताया है कि हम फिलहाल अपने पूरे नेटवर्क में अस्थायी तौर पर सिस्टम के धीमा होने की समस्या से जूझ रहे हैं। इससे हमारी वेबसाइट और बुकिंग सिस्टम भी प्रभावित हुआ है।



Corporate Communications Directorate

THE TELEGRAPH

KOLKATA

6 OCTOBER 2024

Emirates bans pagers on flights

Dubai: Dubai's Emirates Airlines has banned passengers from carrying pagers and walkie-talkies on its flights, following attacks on Hezbollah involving communication devices that exploded.

"All passengers travelling to, from, or via Dubai are prohibited from transporting pagers and walkie-talkies in checked or cabin baggage," the airline said in a statement on its website on Friday. It added that any prohibited items found will be confiscated by Dubai Police as part of security measures.

In September, thousands of booby-trapped Hezbollah pagers and hundreds of radios exploded.

Reuters



Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

7 OCTOBER 2024

■ IndiGo Operations Return to Normalcy



NEW DELHI IndiGo's operations were normal on Sunday, a day after systems outage at the airline resulted in long waiting hours for passengers at airports. The airline operates more than 2,000 flights daily. An airline official on Sunday said operations were normal. The outage on Saturday lasted for many hours, and systems were back to normal late in the night. "Our systems are back to normal and are running smoothly," IndiGo said on X.



Corporate Communications Directorate

THE TIMES OF INDIA

AHMEDABAD

6 OCTOBER 2024

IndiGo system outage leads to long queues at airports

New Delhi/Mumbai: There was chaos at airports in India on Saturday, a peak festive rush weekend, with India's biggest domestic airline, IndiGo, which flies almost 3 lakh passengers daily, witnessing a network-wide system outage that led to long waits for check-in and baggage drop and boarding passes being issued manually. IndiGo holds a 62% domestic market share. The system outage hit most departures across the country. At Mumbai airport, for instance, flights to Ranchi, Madurai, Srinagar, Guwahati, Delhi, etc., suffered from the cumulative effect worsening delays as the day progressed.

The airline operates daily flights for over 2.6 lakh domestic and about 40,000 international passengers. Passengers posted pictures on social media of long queues and handwritten boarding passes being issued. While at 6 pm the airline said the issue had been resolved, the backlog will take several hours to clear.

IndiGo operates over 2,000 flights daily and sources across airports say a large percentage of them were impacted on Saturday, with delays of over 30 minutes. Some flights were cancelled too, it is learnt. The DGCA has sought a detailed report from the airline. At 1.44 pm on Saturday, IndiGo said it had experienced "a temporary system slowdown across our network, affecting our website and booking system." TNN

Server slowdown delays 7 flight departures

TIMES NEWS NETWORK

Ahmedabad: As the online passenger service system of IndiGo airlines crashed, several flight operations as well as check-in processes were affected at the Sardar Vallabhbhai Patel International (SVPI) airport in Ahmedabad, in addition to several others in the country.

Due to the server error, check-ins, flight operations, flight bookings and ground services at the airport were hit, resulting in serpentine queues of passengers at the city airport. The departure of seven flights to various destinations was delayed.

These include flights to Lucknow, Delhi, Kolkata, Bengaluru, Chennai, Hyderabad and Jaipur. Passengers were stranded at the SVPI airport for at least two hours as flight movements were delayed. Several other incoming flights from Mumbai, Delhi, Bengaluru, Kochi, Chennai and Kol-



Flights to Lucknow, Delhi, Kolkata, Bengaluru, Chennai, Hyderabad and Jaipur were affected due to the server error

kata were also delayed due to the cascading effect of IndiGo servers in other parts of the country as well.

Sources confirmed that a technical glitch in the system affected the operations of the airline. The glitch led to slower check-ins. "We are currently experiencing a temporary system slowdown across our network, affecting our website and booking system. As a result, customers may face increa-

Check-ins, flight operations, flight bookings and ground services at the airport were hit, resulting in serpentine queues of passengers at the city airport

sed wait times, including slower check-ins and longer queues at the airport," the

airline said in a statement.

The airline server was down since 11.30am, due to which several flight operations were impacted, according to airport sources. "By 1.30pm, the airline began the manual check-in process. Airport teams were present to assist the ground staff in managing passengers. They were segregated flight-wise, and a dedicated counter was also set up for infants and senior citizens," said a source privy to the development.

Airport sources confirmed that the self-baggage drop was working. By 3.30pm, the servers were up and running again. Several passengers took to social media to voice their concerns about the rush at the airport.

"Lounge at Ahmedabad airport is full, no room, yet still accepting customers. Ridiculous management, waste of money for everyone," a passenger stated on the social media platform, X.

Iran-Israel conflict: US flights via London see 50% fare hike

Uncertainty Of Air Travel Over Middle East

Sunny.Baski
@timesofindia.com

Hyderabad: The ongoing conflict between Israel and Iran has led to more than 50% rise in airfares between Hyderabad and the US, via London. With airlines avoiding the Middle East region, flights to and from Hyderabad's Rajiv Gandhi International Airport (RGIA) to American cities, via Heathrow, have shot beyond the ₹1.5 lakh mark.

They are usually priced between ₹90,000 and ₹1 lakh.

In fact, a scan of online portals shows that airfares for some connections like Dallas are as high as ₹3 lakh for certain days during this week. Other cities with inflated airfares include Washington D C, New York, Chicago, San Francisco, Atlanta, and Houston. The prices of flights to these destinations through the Middle East, meanwhile, have remained unchanged at



TICKETS SOAR TO LAKHS

- Airfares for connections like Dallas are ₹3 lakh this week
- Many flights that pass through Middle East enroute to US are cancelled due to Iran-Israel conflict, say travel agents
- Other cities with inflated airfares | Washington D C, New York, Chicago, San Francisco, Atlanta, and Houston

● Flights to London from Hyd via Bengaluru, Mumbai and Delhi too saw rise from ₹25,000 to ₹35,000

Due to the Israel-Iran war many flights that pass through the Middle East enroute to the US are being cancelled and subsequently, travellers are avoiding this way. Such is the case that airlines operating through the Middle East region have a lot of seats available on their US-bound flights, said chairman of the Travel Agents Federations of India

₹75,000 to ₹80,000 one way. Almost all connections to the US, Canada and the UK from RGIA are either via Dubai, Doha, Abu Dhabi or London. On Tuesday, Germany's Lufthansa

airlines cancelled their flights from Frankfurt to Hyderabad and Mumbai given the uncertainty of air travel over the Middle East.

"Due to the Israel-Iran war

many flights that pass through the Middle East enroute to the US are being cancelled and subsequently, travellers are avoiding this way. Such is the case that airlines operating through the Middle East region have a lot of seats available on their US-bound flights. In contrast, British Airways flights via London are fully booked, despite them charging a higher fare," said Abdul Majeed Fahim, chairman of the Travel Agents Federations of India (AP and Telangana chapter).

Apart from the US, flights to London from Hyderabad via other Indian cities like Bengaluru, Mumbai and Delhi too have seen a significant rise — from ₹25,000 to ₹35,000. However, fares for the same route via Doha and Dubai range between ₹23,000 and ₹26,000.

"African destinations like Johannesburg, Cairo and Morocco, are expected to be impacted as well, since a large number of these routes operate through Middle Eastern hubs. This will impact hundreds of passengers hoping to travel from Hyderabad to African nations," said a city based travel agent, Nagesh Pampati.

EOW files case against SpiceJet MD & executives over PF dues

Airline: Cleared Pending Dues, Process Still On

TIMES NEWS NETWORK

New Delhi: Economic Offences Wing (EOW) of Delhi Police has registered a case against the managing director of SpiceJet, Ajay Singh, and other high-ranking executives of the airline for allegedly not depositing over Rs 65 crore in provident fund contributions.

According to the FIR, a complaint was filed by an official of Employees' Provident Fund Organisation (EPFO). Apart from Singh, the case was registered against director Shiwani Singh, independent director Anurag Bhargava, and officials Ajay Chhotelal Aggarwal and Manoj Kumar. They were responsible for the conduct of the business of the establishment as per



Getty Images/Stockphoto

The complaint said that the 12% employee share was not remitted to employees' PF accounts within the stipulated period

the ownership declaration form submitted to EPFO, the FIR stated.

The complainant said the company employed more than 10,000 people and had deducted 12% of each employee's share in lieu of provident fund dues from their salaries during June 2022 to July 2024. "The 12% employee share of PF dues is payable to EPFO and should be remitted to the respective PF accounts of the employees and the pension fund maintained by the sta-

₹500cr app scam: Delhi Police summon actor Rhea Chakraborty

Actor Rhea Chakraborty has been summoned by Delhi Police in connection with the HIBOX app scam, in which over 30,000 people were defrauded with promises of exorbitant daily returns. The fraud is estimated at Rs 500 crore. Comedian Bharti Singh and her husband have also been summoned for questioning. "Rhea was also promoting the application, so that's why we have asked her to join the probe," the officer said. Police have also issued notices to YouTubers and social media influencers Abhishek Malhan alias Fukra Insaan, Elvish Yadav, Lakshay Choudhary, and Purav Jha, requesting them to join the investigation. **TNN**

tutory authority," the complainant said.

But the employees' shares were not "remitted for crediting to the accounts of the employees as PF and Pension Fund contributions within the mandatory 15 days following the close of every month. This is in violation of the requirements of para 38(1) of EPF Scheme 1952," the complainant stated.

A SpiceJet spokesperson said the case was filed before the company raised

fresh funds through the qualified institutional placement (QIP). Since then, the airline has cleared all pending salary and GST dues and made significant progress by depositing 10 months' PF dues. "The process of clearing the remaining dues is ongoing. Additionally, we have successfully reached settlements with multiple lessors. SpiceJet remains fully aligned with the financial and operational strategy outlined in the QIP," the spokesperson said.



Corporate Communications Directorate

THE TIMES OF INDIA

MUMBAI

6 OCTOBER 2024

IndiGo system outage leads to long queues at airports

TIMES NEWS NETWORK

New Delhi/Mumbai: There was chaos at airports in India on Saturday, a peak festive rush weekend, with India's biggest domestic airline, IndiGo, which flies almost 3 lakh passengers daily, witnessing a network-wide system outage that led to long waits for check-in and baggage drop and boarding passes being issued manually.

IndiGo holds a 62% domestic market share. The system outage hit most departures across the country. At Mumbai airport, for instance, flights to Ranchi, Madurai, Srinagar, Guwahati, Delhi, etc., suffered from the cumulative effect worsening delays as the day progressed.

The airline operates daily flights for over 2.6 lakh domestic and about 40,000 in-

ternational passengers.

Passengers posted pictures on social media of long queues and handwritten boarding passes being issued. While at 6 pm the airline said the issue had been resolved, the backlog will take several hours to clear.

IndiGo operates over 2,000 flights daily and sources across airports say a large percentage of them were impacted on Saturday, with delays of over 30 minutes. Some flights were cancelled too, it is learnt. The DGCA has sought a detailed report from the airline.

At 1.44 pm on Saturday, IndiGo said it had experienced "a temporary system slowdown across our network, affecting our website and booking system. As a result, customers may face increased wait times, including slower

check-ins and longer queues at the airport". The airline said its airport teams were available to assist everyone.

At IGI Airport, according to officials, IndiGo check-ins and baggage drop were impacted from 12.15 pm to 3.30 pm and staff manually issued boarding passes. Service was normalised from 3.30 pm at Delhi airport but it had a cascading effect. According to the Delhi airport live tracker, more than 40 IndiGo flights were delayed until Saturday evening.

Passengers took to social media to vent their grievances. At 5.37 pm, Ankita Kausal, an 'X' user, replied to IndiGo's statement of 1.44 pm: "It's not temporary as you are facing this from 8 am and decided to post it now? Do you have any clue how many people missed their

flights?..."

Many used social media to reach out to the airline. "I booked a flight from Bangalore to Mumbai on my way to Amsterdam using KLM codeshare. However, I am unable to locate my itinerary using the booking reference provided by KLM," wrote one passenger. Another wondered why they couldn't check in for Sunday's Mumbai-Bengaluru flight. Others wrote to the airline asking for help with web check-ins.

Around 6 pm the airline said in a post: "Our airport systems are up and running, and our airport services have eased out effectively. However, we kindly ask for your understanding as we work to restore our other applications." It added that it "may take a little time to achieve full normalcy".



Corporate Communications Directorate

THE TIMES OF INDIA

MUMBAI

6 OCTOBER 2024

IndiGo system outage triggers chaos at airports

Chaos reigned at airports across the country amid peak festive season travel rush on Saturday with India's biggest domestic airline, IndiGo, which flies almost 3 lakh passengers daily, witnessing a network-wide system outage, leading to long waits for check-in and baggage drop, delayed flights and even some cancellations. Passengers complained of massive overcrowding at terminals, with boarding cards having to be issued manually at places. At 6pm, the airline said the issue had been resolved. **TNN P6**