

Statement Regarding Operational Disruption in the services of Indigo

THE MINISTER OF CIVIL AVIATION (SHRI KINJARAPU RAMMOHAN NAIDU): As I rise to speak today, I would like to inform this august House that the disruption caused by IndiGos recent operational failures is now rapidly stabilizing. IndiGos daily flights, which had fallen drastically to 706 on 5th December, have recovered to over 1800 flights yesterday and are expected to rise further today. All other airlines continue to operate smoothly across the country, and the airports are reporting normal conditions without crowding or distress. Refunds, baggage tracing and passenger support measures remain under continuous supervision by the Ministry.

At the same time, accountability will be ensured. DGCA has issued show-cause notices to IndiGos senior leadership and commenced a detailed enforcement investigation. Depending on the outcome, strict and appropriate action as empowered under the Aircraft Act and Rules will be taken. No airline, however large, will be permitted to cause such hardship to passengers through planning failures, non-compliance or non-adherence to statutory provisions.

Hon. Speaker, Sir, safety in Civil Aviation is completely non-negotiable. India is a founding member of the International Civil Aviation Organization and remains firmly committed to the highest global standards of safety. Revised Flight Duty Time Limitations scientifically designed to prevent pilot fatigue are being implemented. These reforms are essential for passenger safety. DGCA adopted a phase-wise implementation plan in consultation with the stakeholders, - Phase 1 from 1st July, 2025 and Phase 2 from 1st November, 2025.

IndiGo had clearly assured full compliance with these norms and also confirmed its preparedness to undertake its winter schedule. Despite these assurances, *prima facie* it was observed that internal rostering disruptions led to large scale cancellations, causing inconvenience to thousands of passengers.

The Ministry advised the regulator to act immediately. Inquiry orders and show-cause notice to CEO and COO of Indigo were issued. Also, IndiGo has been directed to restructure its operations, add reserve crew capacity, improve passenger handling and restore normal schedules without any delay. Enhanced oversight on the ground continues.

Passengers' interests have been at the centre of every decision taken by the Government. We intervened to cap fares so that no passenger would be exploited due to sudden demand spikes and opportunistic pricing. (*Interruptions*) IndiGo was ordered to issue refunds promptly and as informed by them more than Rs. 750 crore has already reached passengers. For the passengers who wanted the re-bookings to be done, the same were done without any additional charges. We are monitoring each and every case of baggage handing-over and ensuring that communication with passengers is timely and dignified. As informed by IndiGo, the process of refunds and baggage handover is at its final stages. Our 24x7 Control Room continues to assist passengers directly, whenever needed.

Hon. Speaker, Sir, going forward, the Government is determined to build a more robust and competitive aviation ecosystem. (*Interruptions*) Through our policies, we are encouraging more new airlines to start and operate in India, ensuring fair access to airport capacity and eliminating any possibility of a duopoly controlling connectivity and pricing in our skies. More airlines mean more choice, more affordability and more resilience for passengers.

In the last one decade, Indian aviation has evolved to become more inclusive. India has emerged as the world's fastest growing aviation market with year-on-year passenger growth of around 12 per cent. (*Interruptions*) India is already third biggest domestic aviation market with a huge potential for future growth. (*Interruptions*) And the policies of the Government will ensure that this growth trajectory is kept intact. (*Interruptions*)

श्री गौरव गोगोई (जोरहाट) : महोदय, 20,000 रुपये में टिकट मिल रहा है, लेकिन फिर भी फ्लाइट्स कैंसिल हो रही हैं। (व्यवधान) पायलेट्स प्लेन चला-चलाकर थक गए हैं। प्लेन्स उड़ान नहीं भर रहे हैं। (व्यवधान)

SHRI KINJARAPU RAMMOHAN NAIDU: To summarise, operations are stabilising fast; safety reforms remain fully in force; IndiGo is being held accountable; passengers' convenience and dignity are being protected; and long-term measures are underway to make India's aviation sector stronger and more passenger-centric. (*Interruptions*)

श्री गौरव गोगोई : महोदय, ये खुद को क्लीन चिट दे रहे हैं। क्या सरकार की कोई जिम्मेवारी नहीं है? (व्यवधान)

SHRI KINJARAPU RAMMOHAN NAIDU: The Government will remain vigilant until full normalcy is achieved and will continue to ensure that every passenger in India travels safely, comfortably and with the respect they deserve. (*Interruptions*)

Thank you, hon. Speaker, Sir. (*Interruptions*)

श्री बी. मणिकम टैगोर (विरूधुनगर) : महोदय, हमें क्लैरिफिकेशन चाहिए । (व्यवधान)

श्री गौरव गोगोई : महोदय, इस पर चर्चा होनी चाहिए । (व्यवधान)

माननीय अध्यक्ष : माननीय मंत्री महोदय ने विस्तृत विवरण दिया है । उन्होंने सारी स्थितियों को स्पष्ट किया है । संबंधित एजेन्सी को नोटिसेज़ दिए गए हैं । उस पर कार्रवाई हो रही है । मुझे लगता है कि उन्होंने सभी विषयों को विस्तारपूर्वक सदन के सामने प्रस्तुत कर दिया है ।

(व्यवधान)

माननीय अध्यक्ष : माननीय सदस्यगण, कल आपने विषय उठाया था । मैंने कहा था कि इस पर माननीय मंत्री जी विस्तृत विवरण देंगे । कल मैंने आपको बोलने का अवसर दिया था, लेकिन आपका यह तरीका उचित नहीं है । यह तरीका संसदीय परंपराओं के अनुरूप भी नहीं है ।

(व्यवधान)

श्री गौरव गोगोई : महोदय, क्या सरकार की कोई जिम्मेदारी नहीं बनती है? इस पर चर्चा होनी चाहिए । (व्यवधान)

माननीय अध्यक्ष : माननीय सदस्यगण, मेरी यह अपेक्षा है कि अगर आपको किसी विषय पर चर्चा करनी है, तो आप पहले नोटिस दीजिए । यही संसदीय परंपरा है । आप बिना नोटिस दिए चर्चा करना चाहते हैं । कल जब आपने इस विषय को उठाया था, इसलिए आज मंत्री जी ने विस्तृत विवरण दिया है । उन्होंने सारी स्थितियों को स्पष्ट कर दिया है ।

(व्यवधान)

12.14 hrs

At this stage, Shri Gaurav Gogoi, Shrimati Supriya Sule, Shrimati Kanimozhi Karunanidhi, Dr. Kakoli Ghosh Dastidar, Shri Akhilesh Yadav and some other hon. Members left the House.

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12.14½ hrs