

Flight chaos: IndiGo to pay \$55 m to customers

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Dhaka: IndiGo said on Friday (Dec 12) it expects to pay more than 5 billion rupees (\$55.19 million) to passengers affected by mass flight cancellations last week.

The carrier canceled around 4,500 flights due to poor pilot roster planning, stranding tens of thousands of travelers. Following the disruption, India's civil aviation regulator directed IndiGo to cut 10pc of its domestic winter schedule.

The budget airline said in a post on X it was in the process of identifying flights where customers were severely impacted and stranded at airports on Dec 3, 4 and 5.

IndiGo will compensate customers whose flights were "cancelled within 24 hours of departure time and/or to customers severely stranded at certain airports," it added.

IndiGo faced criticism for failing to plan for the new rest periods and duty rules, leaving planes grounded and disrupting travel plans.

The Indian carrier had cut its capacity and passenger unit revenue forecast for the third quarter in response to a reduction in its winter schedule.

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