

F.No.1245/629/2024-DG (Pt)
Government of India/ भारत सरकार
Ministry of Civil Aviation/ नागर विमानन मंत्रालय

Block B, Rajiv Gandhi Bhawan,
New Delhi, Dated: 19.12.2025

OFFICE MEMORANDUM

Subject: Mandatory compliance with passenger facilitation requirements during fog and low-visibility conditions –reg.

This is in reference to the prevailing fog conditions across northern India and the consequent likelihood of significant disruptions to flight operations. It has become necessary to reiterate and reinforce the mandatory obligations of all scheduled airlines relating to timely information dissemination, passenger assistance and operational readiness.

2. DGCA is requested to ensure strict compliance of the existing provisions and guidelines by all scheduled airlines in order to ensure smooth operations during the ongoing weather-related disruption cycle with emphasis on uniform compliance of passenger entitlements. In addition, following points may also be ensured:

- i. Airlines shall provide continuous, accurate and advance information to passengers regarding delays, rescheduling, cancellations and diversions. All channels of communication like display boards, SMS/e-mail alerts, call centres, airport and airline helpdesks, and social media platforms should disseminate updated departure times, gate changes and expected waiting periods. For delays announced at short notice, immediate passenger intimation is mandatory.
- ii. For delays beyond prescribed thresholds, airlines shall mandatorily provide the following facilities:
 - a) Refreshments/meals proportionate to waiting time for delays of two hours or more for domestic flights;
 - b) Alternate travel options, including re-routing or rescheduling without additional charges, wherever applicable;

Vijay Bhat

- c) Hotel accommodation in cases where delays extend overnight beyond the prescribed limits;
- iii. Where cancellations are communicated less than the stipulated period prior to departure, airlines shall offer:
 - a) Full refund, or
 - b) Re-routing on an alternate flight at no extra cost, as per the passenger's choice.
- iv. No passenger who has completed check-in within stipulated timelines shall be denied boarding.
- v. In the event of denied boarding despite valid booking and timely reporting, due compensation and confirmed alternate travel arrangements must be provided strictly in accordance with regulations. Passengers shall not be left without assured onward travel.
- vi. For diverted flights, airlines shall make necessary arrangements at the alternate airport, including meals/refreshments and timely onward movement. Clear communication regarding connecting flights, baggage handling and care of unaccompanied minors shall be ensured.
- vii. Compensation for lost, delayed or damaged baggage shall be provided in accordance with applicable norms. Airlines must guide passengers clearly on the procedure for lodging claims.
- viii. Airlines shall ensure priority boarding, assistance, and carriage of assistive devices for passengers with disabilities or medical needs. No passenger with disability shall be denied carriage except on valid safety grounds, which must be recorded and communicated in writing.
- ix. Refunds shall be processed strictly within the prescribed timelines, based on the payment mode used at the time of booking.
- x. Information regarding helpdesk locations and grievance redressal mechanisms, including call-centre numbers, shall be prominently displayed at check-in counters, boarding gates and all digital platforms.

Nijay Bhatia

- xi. Where adverse weather prevents operations despite reasonable efforts, airlines shall clearly inform passengers about the nature of disruption and the measures being undertaken. Appropriate passenger entitlements (refreshments, rescheduling, etc.) shall be extended.
 - xii. Airlines shall ensure adequate staffing and operational readiness at airports, particularly at helpdesks during fog-affected hours, especially early morning and late evening, to facilitate immediate resolution of passenger queries and grievances.
3. DGCA is also requested to circulate these directions to all scheduled airlines for immediate compliance and to ensure that the same are implemented in letter and spirit. Frontline staff of airlines must be suitably briefed and supervised to ensure consistent passenger-centric service delivery during this fog season.
4. This issues with the approval of the competent authority.


(Vijay Pratp Singh)
Deputy Secretary
Ministry of Civil Aviation
Government of India

Directorate General of Civil Aviation

[Kind attn.: Shri Faiz Ahmed Kidwai, DG]
DGCA HQ, Opp. Safdarjung Airport, New Delhi

Copy to:

All Scheduled Airline Operators – for strict compliance.