



Consumer Guidance Society of India

India's First NGO in the Consumer Sector : Established in 1966

Value for Price, People and the Environment

PRESS RELEASE – THE INDIGO FIASCO; CLASS ACTION SUIT BEING FILED.

During **December 2025**, IndiGo experienced a severe operational crisis resulting in the cancellation of **thousands of flights nationwide**, leaving **tens of thousands of passengers stranded at airports for hours or days without adequate communication, food, shelter, or alternate arrangements**.

Verified reports established that the airline cancelled **over 1,000 flights on December 5 alone**, and cumulatively **nearly 4,500 flights were cancelled over the period of the crisis**, disrupting travel plans across major domestic routes.

The disruptions were due to a failure to adequately plan for and manage flight operations under updated crew rostering and operational rules and led to widespread chaos at major airports (including Delhi, Bengaluru, Mumbai, Hyderabad). Passengers were often **not informed in a timely manner** and were left to arrange overnight accommodation, meals, and alternative transportation at their own cost.

Despite these apologies, many passengers reported **inadequate communication, lack of compensation, delayed or incomplete refunds, and no provision of meals, accommodation or alternate routes**, especially where cancellations were notified with less than 24 hours' notice. Evidence from consumer reports corroborates systemic hardship and deficient customer service responses.

Indigo issued public apologies, including by its CEO acknowledging that IndiGo “let passengers down” and expressing regret for the “major operational disruption” and inconvenience caused to customers.



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The airline has now offered a Rs. 10,000/- Voucher in addition to full Refunds to affected passengers. This is grossly inadequate for the following reasons:

1. It does not take care of the hardships and expenses passengers suffered during the traumatic hours they spent at the airport.
2. The offer of Rs. 10,000/- in Air Travel Vouchers on their own airline leads to a 'captive crowd' which may or may not want to use the airline's services.
3. It does not consider Additional Expenses Incurred:
 - a. Alternative flight tickets, with higher fares
 - b. Hotel accommodation and meals
 - c. Local transport (taxis to/from airport)
4. Non-Refundable Losses: (Missed events, hotel bookings at destination, or business losses)

CGSI hence has decided to file a Class Action Suit in the Consumer Court to redress the above losses to consumers.

Members of the public can join the Suit at no personal cost, by sending their details of travel itinerary on Indigo during the disruption, by any of the following means:

Filling out a Google Form on the id:

<https://forms.gle/PmNeJJXrRR4gYX8p6>

Sending a WhatsApp message with all details to: 8591375883

Sending an email to : email@cgsiindia.org

For any further details, please contact:

Dr. M.S. Kamath,

Hon. Secretary, CGSI.

dr.m.s.kamath@gmail.com

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