

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha
UNSTARRED QUESTION NO. : 2002
(TO BE ANSWERED ON THE 31st July 2025)
ADVISORY TO AIRLINES

2002. SMT D K ARUNA

Will the Minister of CIVIL AVIATION

be pleased to state:-

(a) whether the Directorate General of Civil Aviation (DGCA) has issued an advisory to airlines regarding proper communication and in-flight catering services to passengers in view of international flights having longer flying times due to the closure of airspace by neighbouring country for Indian flights and if so, the details thereof;

(b) whether the DGCA's advisory focuses on five main areas - pre-flight passenger communication, in-flight catering and comfort, medical preparedness and alternative aerodromes, customer service and support readiness and intra-departmental coordination and also mandates that passengers be proactively informed about changes in routing, revised travel time and potential technical stops at intermediate airports; and

(c) if so, the details thereof along with the response received in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

(a) to (c): The Directorate General of Civil Aviation (DGCA) issued an advisory to all airlines on 26th April 2025 regarding "Advisory Guidelines - Passenger Handling Measures in View of Airspace Restrictions". The details are at Annexure.

Airline operators have confirmed compliance with the said advisory.

ADVISORY TO AIRLINES

Passenger Handling Measures in View of Airspace Restrictions Resulting in Extended Flight Durations and Technical Stops.

Due to recent developments involving international airspace closures and overflight restrictions, airline operations have been impacted by:

- Significant rerouting of international and regional flights
- Increased block times compared to scheduled durations
- Possibility of technical halts enroute for operational or fuel requirements

In light of the above, all airline operators are directed to implement the following passenger-handling measures to ensure transparency, compliance, and passenger welfare:

1. Pre-Flight Passenger Communication

Airlines shall ensure that all passengers are proactively informed about:

- The change in routing due to airspace restrictions
- Revised total expected travel time (departure to arrival)
- The possibility of a technical stop at an intermediate airport

- Clarify that the stop is operational in nature

-Passengers will generally remain onboard during such stops

This information must be communicated at check-in, boarding gates, and where feasible, through SMS/email alerts.

2. In-Flight Catering and Comfort

Airlines must ensure that catering uplift is revised based on actual expected block time (including technical halt). This includes:

- Adequate meals and beverages for the full duration
- Additional hydration and dry snacks
- Special meals as per manifest requests

3. Medical Preparedness and Alternate Aerodromes

Operators shall:

- Ensure medical kits and first-aid resources onboard are sufficient for extended operations
- Validate that alternate/technical halt airports have:
 - Emergency medical support
 - Ground ambulance availability if required

- Brief cabin crew on managing passenger fatigue, discomfort, or medical incidents

4. Customer Service and Support Readiness

Airlines shall:

- Brief call center/reservations teams on likely delays and schedule disruptions assistance
- Establish processes for managing missed onward connections and delay-related
- Prepare for compensatory action in case of delays beyond thresholds (as per

CAR provisions)

5. Intra-Departmental Coordination

Operators must ensure seamless coordination between:

- Flight Dispatch / IOCC
- Commercial and Customer Support teams
- Ground handling and airport operations
- Inflight service providers
- Medical vendors at designated alternates

Compliance and Monitoring

All operators are advised to treat this circular as mandatory guidance in the interest of passenger safety, comfort, and regulatory compliance. Non-compliance or passenger inconvenience resulting from failure to implement these measures may attract appropriate enforcement action under applicable CARS.

This circular comes into effect immediately and shall remain valid until further notice.

**Chief Flight Operations Inspector
Flight Standards Directorate
Directorate General of Civil Aviation**