

**Notice Inviting Public Comments on the Commitment Application
Submitted by InterGlobe Aviation Limited in Case No. 44 of 2025
(Kartikeya Rawal v. InterGlobe Aviation Limited)**

The Competition Commission of India ('CCI'), *vide* its order dated 04.02.2026 passed under Section 26(1) of the Competition Act, 2002 ('Act'), directed the Director General ('DG') to conduct an investigation and submit a report in Case No. 44/2025: Kartikeya Rawal and InterGlobe Aviation Limited for alleged contravention of various provisions of Section 4 of the Act.

During the pendency of the investigation, InterGlobe Aviation Limited ('IndiGo') submitted a commitment application under Section 48B of the Act read with the Competition Commission of India (Commitment) Regulations, 2024 ('**Commitment Regulations**'). Upon consideration of the commitment proposal, the Commission has decided to invite comments, objections, and suggestions from concerned parties in accordance with Regulation 5 of the Commitment Regulations.

A copy of the summary (Public Version) filed by the Commitment Applicant in terms of Regulation 3(1)(i) of the Commitment Regulations is enclosed herewith as Annexure.

The Commission invites all interested persons and stakeholders to submit their written comments, objections, or suggestions on the aforesaid non-confidential summary. Such submissions may be sent by email to **secy@cci.gov.in** or by post addressed to:

The Secretary
Competition Commission of India
10th Floor, Office Block-1
Kidwai Nagar (East)
New Delhi – 110023

The submissions should bear the subject line '**Comments, Objections or Suggestions on the Commitment Proposal in Case No. 44 of 2025**' and should reach the Commission on or before **13.08.2026**.

Any person submitting comments, objections, suggestions, information or document(s) who desires confidential treatment of any part thereof may submit a request for confidentiality in accordance with the procedure prescribed under the Competition Commission of India (General) Regulations, 2024.

SUMMARY

**As required under Regulation 3(1)(i) of the Competition Commission of India
(Commitment) Regulations, 2024**

1. The Hon'ble Competition Commission of India (**Commission**) passed an order under Section 26(1) of the Competition Act, 2002 (**Competition Act**) (**PF Order**) based on information received in relation to the operational disruptions experienced by InterGlobe Aviation Limited's (**IndiGo/Applicant**) in early December 2025 (**December Disruptions**). IndiGo sets out its commitment offer to address the concerns outlined in the PF Order.
2. The concerns identified in the PF Order primarily relate to the impact of the December Disruptions on the passengers, including:
 - a. alleged restriction of consumer access and choice arising from flight cancellations and temporary service constraints; and
 - b. potential consumer harm in the form of reduced availability of travel options and increased inconvenience during the disruption period.
3. The Hon'ble Commission prima facie concluded that IndiGo's conduct of cancelling flights and withholding service during the December Disruptions appeared to restrict consumer access and choice. Accordingly, the Hon'ble Commission prima facie held that IndiGo has contravened Sections 4(2)(a)(i) and 4(2)(b)(i) of the Competition Act.
4. IndiGo has consistently complied with the Competition Act and remains firmly committed to maintaining fair competition in the market. IndiGo remains confident

of the merits of the practices being investigated in the referenced case and believes that they do not cause any anti-competitive effects in the market. The December Disruptions were a one-off event arising from a confluence of unfortunate and partially unforeseen circumstances that led to temporary operational inefficiencies. The Directorate General of Civil Aviation (**DGCA**) following its detailed investigation also arrived at the same conclusion.

5. During this period, IndiGo deeply regrets the inconvenience caused to the passengers and made every effort to support those affected. All impacted passengers were given the option to reschedule their travel on alternative IndiGo flights at no additional cost or to receive a full refund. In addition to the refunds, IndiGo offered compensation to eligible passengers as per applicable DGCA Civil Aviation Requirements (**CARs**). Over and beyond this, IndiGo also extended a Gesture of Care (**GoC**) voucher of INR 10,000 (valid for 12 months) to severely impacted passengers. Further, in line with the DGCA's findings and directions, IndiGo has taken additional steps to improve operational planning, strengthen system reliability, and enhance internal controls, with the objective of minimizing the likelihood of similar disruptions in the future.
6. Notwithstanding the above, IndiGo's commitment proposal aims to address the concerns identified in the PF Order in a timely and effective manner by **(i)** managing similar Large-scale Disruptions effectively if they arise; and **(ii)** mitigating passenger inconvenience.

7. For the purposes of IndiGo's commitment proposal, Large-scale Disruptions refer to any instance involving the cancellation of more than 30% of total planned capacity of the day of operations, where such cancellations are not attributable to factors beyond IndiGo's control, such as adverse weather conditions, aircraft technical failures, regulatory flying restrictions, aviation-related sanctions, crew strikes, airport or runway closure or other force majeure events.

8. IndiGo's commitment proposal in detail is set-out below:

A. Commitments to Ensure Effective Crisis Management

9. IndiGo proposes to further strengthen its internal preparedness and response mechanisms to address unforeseen operational contingencies and Large-scale Disruptions. In particular, IndiGo will institutionalise a structured crisis management group (**CMG**) specifically curated and designed for timely identification, assessment, and resolution of situations which may potentially disrupt IndiGo's usual operations.

10. Further, during Large-scale Disruptions, IndiGo will undertake measures for planning and executing network adjustment to ensure regularization of operations post such disruptions. IndiGo shall release the associated domestic landing and departure slots to the relevant airport operators/authority for a limited period. A detailed description of the commitments is set out below:

Commitments to Ensure Effective Crisis Management		
Commitment	Description	Implementation and reporting
<u>Commitment 1:</u> Crisis Management Group	In the event of a Large-scale Disruption, IndiGo will constitute and operationalise a Crisis Management Group (CMG), virtually within 15 (fifteen) minutes who will then be present physically in the Command Centre within 1 (one) hour. The CMG will comprise of heads of Operations, Safety, Crew, Engineering, IT, Customer Experience and Communications. The CMG will operate under a clearly defined escalation matrix and decision-making framework during operational contingencies. It will ensure round-the-clock leadership availability during such Large-scale Disruptions.	IndiGo will maintain records of CMG meetings and disruption response measures, which will be provided to the Hon'ble Commission as and when such Large-scale Disruptions occur. Further, the minutes of mock drills will be provided to the Hon'ble Commission, upon request.

Commitments to Ensure Effective Crisis Management		
Commitment	Description	Implementation and reporting
	Mock drills will be conducted periodically to evaluate the effectiveness of the same.	
<u>Commitment 2:</u> Temporary Handover of Slots to concerned airport authorities	During a Large-scale Disruption causing cancellation of flights, IndiGo will undertake measures for planning and executing network adjustment to ensure regularization of operations post such a Large-scale Disruption. IndiGo will release the associated domestic landing and departure slots to the relevant airport operators/authority for a limited period. The process of handing back these slots may differ depending on the duration between time of execution of	IndiGo will provide a copy of correspondence with airport authorities, upon request by the Hon'ble Commission.

Commitments to Ensure Effective Crisis Management		
Commitment	Description	Implementation and reporting
	cancellation and the date of departure. Post such handover, the airport operator/authority may determine the reallocation of such slots/dates for routes, as deemed fit.	

B. Commitments to Mitigate Passenger Inconvenience

11. As always, IndiGo remains committed to taking appropriate steps to address and remedy passenger inconvenience arising from operational disruptions. Accordingly, in addition to the existing framework, IndiGo proposes to introduce additional measures designed to minimize passenger inconvenience and mitigate potential consumer harm arising from Large-scale Disruptions.
12. A detailed overview of these measures is set out below:

Commitments to mitigate passenger inconvenience		
Commitment	Description	Implementation and reporting
<u>Commitment 3:</u> Strengthening Passenger Handling Policy	IndiGo will further strengthen passenger handling and assistance policy. IndiGo will also onboard additional vendors at various airports to ensure adequate provision of meal boxes, water and surface transport for the passengers.	List of vendors will be shared with the Hon'ble Commission on request. Passenger handling policies covering information relating to, refunds, reaccommodation, care and compensation are defined, documented and aligned with applicable regulations. These are maintained as standing procedures and are periodically reviewed and strengthened based on disruption learnings. The same are updated on IndiGo's website and may be provided to the Hon'ble

Commitments to mitigate passenger inconvenience		
Commitment	Description	Implementation and reporting
		Commission upon request. Real time status updates on cancelled, delayed, and operating flights on IndiGo's website and mobile application will be activated in the event of any Large-scale Disruption.
<u>Commitment 4:</u> Passenger Re-Accommodation, Automatic Refunds, Stay, Meals	In the event of a Large-scale Disruption, IndiGo will offer the following at no additional cost: a. Alternative flights at no additional cost. To the extent possible, IndiGo will offer all affected passengers alternative flights within 48 (forty eight) - 72 (seventy two) hours of	In case of Large-scale Disruptions, data of passenger reaccommodation, refunds, stay, meal arrangements, and price protection will be shared with Hon'ble Commission, upon request.

Commitments to mitigate passenger inconvenience		
Commitment	Description	Implementation and reporting
arrangements, and price protection.	their originally scheduled travel time at no additional cost, thereby ensuring that the affected passengers are not required to bear any fare difference and are protected from increase in price; b. Automatic refunds and compensation. Where passengers do not accept such alternative arrangements for any reason (including medical or other exigencies), or where IndiGo is not able to provide an alternative flight, automatic refunds will be processed within a defined timeline. Further, affected passengers will also be eligible to	

Commitments to mitigate passenger inconvenience		
Commitment	Description	Implementation and reporting
	receive compensation as per the applicable DGCA CAR. c. Meals. Meal boxes and water shall be distributed free of charge to passengers who have already checked in at the airport in a timely manner. d. Hotel accommodation. IndiGo will provide hotel accommodation and local conveyance for the affected passengers who were either booked on IndiGo's connecting flight, or are not local residents of the relevant origin airport.	

Commitments to mitigate passenger inconvenience		
Commitment	Description	Implementation and reporting
	e. Surface Transport. Wherever feasible and basis the preference of the passengers, IndiGo shall provide surface transport to facilitate the passengers to reach their destinations. f. Priority support for passengers with special needs. IndiGo shall provide priority support to the following passengers: i. Unaccompanied Minor (UNMR); ii. Blind passengers; iii. Wheel Chair bound passengers with any	

Commitments to mitigate passenger inconvenience		
Commitment	Description	Implementation and reporting
	disability or medical condition; and iv. To the extent possible, any other passenger with medical emergencies. In addition to the above, during a Large-scale Disruption, IndiGo will not charge fares from passengers making fresh bookings beyond the tariff ranges filed with the DGCA in the most recent tariff filings until such a Large-scale Disruption period has passed and capacity has been restored.	
<u>Commitment 5:</u> Dedicated Passenger	IndiGo will establish a dedicated passenger grievance redressal cell for complaints relating to Large-scale Disruptions. A dedicated Customer	IndiGo will monitor complaints received and resolved through the dedicated CX War Room for such affected passengers during the

Commitments to mitigate passenger inconvenience		
Commitment	Description	Implementation and reporting
Grievance Redressal Mechanism	Experience (CX) War Room, manned 24×7 during Large-scale Disruptions, will be activated to assist the affected customers. The CX War Room shall be activated simultaneously with the activation of the CMG. The mechanism will include time-bound resolution metrics where IndiGo shall endeavour to resolve the complaints within an average time of 48 (forty eight) to 72 (seventy two) hours.	Large-scale Disruptions. IndiGo will submit data on resolution of complaints to the Hon'ble Commission, upon request.

13. The commitments 1 and 2 proposed by IndiGo collectively establish a comprehensive framework aimed at enhancing crisis preparedness and safeguarding passenger interests. The establishment of a formal CMG, structured disruption review mechanisms, and handover of slots to the airport authorities will ensure that any unforeseen Large-scale

Disruptions are managed in a timely and coordinated manner and there is no unintended reduction in market capacity. These commitments will therefore address both the alleged concerns of limitation of supply under Section 4(2)(b)(i) of the Competition Act, and imposition of unfair conditions under Section 4(2)(a)(i) of the Competition Act, as identified in paragraphs 41 - 42 of the PF Order.

14. Further, the commitments 3 to 5 specifically address passenger welfare, including strengthened passenger handling policies, alternative travel arrangements at no additional cost, meal arrangements, stay arrangements, automatic refunds, and a dedicated grievance redressal mechanism, intended to mitigate passenger inconvenience. These commitments will therefore address the alleged concern of imposition of unfair conditions under Section 4(2)(a)(i) of the Competition Act, as identified in paragraph 41 of the PF Order.
15. In summary, the proposed commitments are adequate, proportionate, and sufficient to fully address the concerns raised by the Hon'ble Commission in the present matter.