



Date: December 05, 2025

IGAL/SECT/12-25/5

To
The Chief Manager – Surveillance
National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex, Bandra (E),
Mumbai – 400 051

Subject: Clarification on news item appearing in *Economic Times* dated December 05, 2025

Dear Sir,

This is with reference to your communication Ref. No.: NSE/CM/Surveillance/16138 dated December 05, 2025 regarding the news item captioned “*IndiGo to cut flights from December 8; targets full restoration by February 2026*” published on www.economictimes.com .

We wish to clarify that the operational position stated in the said article does not accurately reflect the Company’s stance.

In this regard, a video message has been posted on our official social media handle at <https://x.com/indigo6e/status/1996942018891714715?s=46> providing the correct operational updates as on date. A transcript of the message is enclosed for your reference.

Kindly take the above on record.

Thanking you,

Yours faithfully,

For InterGlobe Aviation Limited

Neerja Sharma
Company Secretary & Chief Compliance Officer

Encl:a/a

InterGlobe Aviation Limited

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CIN no.: L62100DL2004PLC129768

goindigo.in

Transcript of the message

Ladies and Gentlemen, I am Pieter Elbers, the CEO of IndiGo. I want to share with you that we have experienced severe operational disruptions for the past few days. Since then, the crisis continued to aggravate, with today, December 5th, being the most severely impacted day with the number of cancellations well over 1.000, or more than half of our daily flights.

I, on behalf of all of us at IndiGo, would like to extend our sincerest apologies for the major inconvenience this has caused to many of our customers on account of delays or cancellations.

This situation is a result of various causes, yet for you as a customer it's important how we, as IndiGo, address this.

We have three lines of action:

1. Firstly, Customer communication and addressing your needs. For this, messages have been sent on social media and just now a more detailed communication with information on refunds, cancellations and other customer support measures was sent. Also, we have stepped up our call center capacity.
2. Secondly, due to yesterday's situation we had customers stranded mostly at the nation's largest airports. Our focus was, for all of them to travel today itself, which will be achieved. For this, we also ask customers whose flights are cancelled not to come to airports as notifications are sent on this.
3. Thirdly, cancellations were made for today as to align our crew and planes to be where they need to start afresh tomorrow morning.

Earlier measures of the last few days have proven not to be enough. So we decided today for a reboot of all our systems and schedules, resulting in the highest number of cancellations so far, but imperative for progressive improvements starting tomorrow onwards. With these actions we expect tomorrow to have cancellations below 1.000. The support of DGCA in providing specific FDTL implementation relief, is of great help.

Still, there is lot of work in progress, but going forward from here, in alignment with Ministry of Civil Aviation and DGCA, we expect to further improve every day. Given the size, scale and complexity of our operations, it will take some time to return to a full normal situation, which we anticipate between 10 and 15 December.

I do understand that these disruptions have caused much discomfort to our customers and has shaken their belief in IndiGo's reliability carefully build over past 19 years. My colleagues, all the great IndiGo teams and frontline staff have been working relentlessly to address this situation. Rest assured, we are doing everything in our control to not only restore your trust and belief, but strengthen it further over time.

Thank you for your patience, understanding and kindness during this difficult time. We shall keep you updated on a ongoing basis.