

AIR INDIA ACTIVATES CUSTOMER-CENTRIC INITIATIVES TO MINIMISE INCONVENIENCE DURING THE FOG SEASON

- *Passengers will have the option to avail complimentary rescheduling on alternative flights or opt for full refunds without penalty through Air India Fog Care*

GURUGRAM, 09 December 2025: Air India, India's leading global airline, is working in close coordination with all stakeholders and has initiated several measures such as CAT III B crew rostering, CAT III B aircraft readiness, network-wide airport readiness, tech-enabled passenger assistance and proactive communications to minimise passenger inconvenience during the ensuing fog season.

The northern parts of India, including Air India's primary hub Delhi, experience low visibility due to dense fog with a potential to have a cascading impact on flight schedule across the network. India's aviation regulator, DGCA, has announced 10 December 2025-10 February 2026 as the official fog window this season.

Following marked improvements in operations during the fog window last year, and taking cues from the previous years' experiences, Air India has further strengthened its internal SOPs and adopted proactive measures to address potential fog-related delays and disruptions.

Several initiatives have been put in place to mitigate disruption and minimise passenger experience during the fog season. These include:

- **Crew Readiness:** Air India will ensure adequate cockpit crew, trained in Low Visibility Operations (LVO) through CAT III B or specific Instrument Landing System (ILS), is in place to operate flights during the critical fog window. This also includes trained crew on stand-by for any exigency.
- **Aircraft Readiness:** Cat III B certified aircraft will be deployed for operations during the fog window at strategic locations that are prone to fog impact.
- **Station Readiness:** Air India has been working closely with its airport partners and has initiated proactive measures to minimize inconvenience to passengers during the fog season. This will include ensuring there are adequate ground support teams to aid passengers and keeping ready care packages with refreshments and other resources at origin as well as diversion airports. Airport teams will monitor delays, make regular announcements, and proactively rebook impacted passengers on alternative flights.
- **Schedule Planning:** Flight schedules have been aligned to minimise inconvenience to passengers on long-haul and metro-to-metro flights with onward connectivity.
- **Disruption Monitoring:** The Integrated Operations Control Centre and teams at key airports across Air India's domestic network will work round-the-clock to keep every flight running safely and smoothly. This includes real-time met forecast to help prepare for anticipated disruptions, Safety Risk Assessments for severe weather alerts and enabling proactive schedule adjustments.
- **Customer Contact Centre Readiness:** Dedicated teams have been set up as part of the Customer Contact team to guide passengers on fog-related queries. Air India will proactively communicate with passengers to minimise inconvenience during the fog season. Passengers will receive alerts over SMS, WhatsApp and email before arriving at the airport and real-time updates will continue across the Air India website and social channels.

Air India has also activated its Fog Care initiative to help passengers in scenarios where there are delays or schedule changes due to situations beyond our control. Under the initiative, flights that are likely to be affected by fog, based on met forecast, are proactively identified and passengers are alerted about any delay or a change in schedule. Passengers also have the option to avail complimentary rescheduling or opt for full refund without penalty through [Air India Fog Care](#).

Passengers can check their flight status [here](#). For further assistance, they can contact Air India [online](#) or connect with the Air India contact centre at [0116 932 9333](tel:01169329333).

About Air India group:

The Air India group – comprising of full-service global airline, Air India, and value carrier, Air India Express – is spearheading a new era of Indian aviation. The Air India story began in 1932 when JRD Tata piloted the airline's inaugural flight and opened the skies for aviation in India. Today, Air India group employs more than 30,000 people, operates over 300 aircraft and carries customers to 57 domestic and 48 international destinations across five continents.

Returning to the Tata Sons in 2022 following 70 years under Government ownership, Air India group is in the midst of a five-year transformation program, Vihaan.AI. As part of the transformation, Air India has placed an order for 570 new aircraft. In 2024, sister airlines Air Asia India and Vistara were successfully merged into Air India Express and Air India, respectively, and the Airline opened South Asia's largest aviation training academy. A new flying school is scheduled to open in 2025, and construction of a greenfield maintenance base, to be operational in 2026, is underway. In addition to receiving new aircraft, all existing aircraft are progressively undergoing a full interior refit. With transformation underway across all facets of the business and India's rich legacy of hospitality, Air India is committed to being a world class global airline with an Indian heart.

For more stories on Air India, visit <http://www.airindia.com/newsroom>

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