

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 1299
(TO BE ANSWERED ON THE 13th March 2023)

GUIDELINES ON BASIC RIGHTS AND FACILITIES OF PASSENGERS

1299. **SHRI KARTIKEYA SHARMA**

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) whether Government is considering framing new guidelines for air flights for the citizens, so that human rights abuses and disputes between passengers and airlines can be prevented;
- (b) if so, the details thereof;
- (c) whether Government believes that incidents of misbehaviour with women traveling on airlines have increased in the last two years; and
- (d) the details of the number of such incidents reported in the last two years, airlines-wise?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a) & (b) No Sir. However, Directorate General of Civil Aviation (DGCA), the civil aviation safety regulator, has issued Civil Aviation Requirements (CAR), Section 3- Air Transport, Series M, Part VI titled "Handling of unruly/disruptive passengers" in order to ensure safety of the aircraft/persons/property on board and maintain good order & discipline on board the aircraft.

(c) No Sir.

(d) In the last two years since 2021 including current year, a total of 139 incidents of unruly behaviour were reported to DGCA by various airlines. No gender wise classification of incidents is maintained by DGCA.
