

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 2101
(TO BE ANSWERED ON THE 20th March 2023)

UNRULY BEHAVIOUR OF AIR PASSENGERS

2101. SHRI ANIL DESAI

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

- (a) whether it is a fact that recently there is a rise in the incidents when air passengers have created ugly scenes while travelling on Indian flights?
- (b) if so, the details of such incidents?
- (c) whether there are reports about no quick action on the part of air crew; and
- (d) action taken by authorities against such unruly behaviour of these passengers?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

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

(a) & (b) A total of 66 and 63 passengers have been placed in "No Fly List" during the year 2021 and 2022 respectively, for the period as recommended by the airline's Internal Committee, constituted in accordance with Civil Aviation Requirement (CAR) on unruly passengers. In 2023, 10 passengers have been placed in "No Fly List" upto 15.03.2023. The majority of the passengers placed in "No Fly List" were for violation related to not wearing masks or not obeying the instructions of the crew members.

(c) In the recent past, an incident of unruly behaviour came to the notice of DGCA wherein the airline failed to report to DGCA the incidence of passenger misbehaviour and delayed reporting of incidence to Internal Committee. Due to the noncompliance of the CAR Section 3, Series M, Part VI issued by DGCA, a penalty of Rs. 30 Lakh was imposed on the airline by DGCA in January 2023.

(d) In order to deal with unruly behaviour on-board, DGCA has issued CAR, Section 3- Air Transport, Series M, and Part VI titled "Handling of unruly / disruptive passengers". As per the procedure defined in the CAR, airlines are required to follow a prescribed procedure for holding passengers accountable before they are placed in the 'No Fly List' by the airline. Based on the information provided by the airlines, 'No Fly List' is maintained by Directorate General of Civil Aviation (DGCA).
