

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO. : 4709
(TO BE ANSWERED ON THE 21st August 2025)

VERBAL ALTERCATIONS DURING FLIGHTS

4709. SHRI MANICKAM TAGORE B

Will the Minister of CIVIL AVIATION

be pleased to state:-

(a) the disciplinary or legal procedures being followed by airlines in case passengers are engaged in verbal or physical altercations during flights;

(b) whether specific guidelines have been issued by the Directorate General of Civil Aviation (DGCA) regarding preventive and responsive actions to be taken by cabin crew in cases of unruly behaviour and if so, the details thereof;

(c) the circumstances under which a passenger can be temporarily banned from flying and the due process followed before placing an individual on the no-fly list;

(d) whether there is a prescribed time limit within which airlines must report cases of in-flight assault or misconduct to relevant authorities or the DGCA and if so, the details thereof;

(e) whether the Government has a centralised mechanism to track repeat offenders or unruly passengers across airlines and enforce coordinated travel restrictions, if necessary and if so, the details thereof; and

(f) the legal rights and protections available to air passengers in the country in cases of physical assault, harassment or discrimination on board?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

(a) to (c): In order to ensure safety of the aircraft/persons/property on board, good order & discipline and to handle the unlawful/disruptive behavior on-board the aircraft, Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirement (CAR), Section 3-Air Transport, Series M, and Part VI titled 'Handling of unruly / disruptive passengers'. The CAR classifies unruly behavior into three levels based on the severity of their misconduct. Based on the recommendation of the Internal Committee, formed in accordance with the CAR, such passengers may face a flying ban, with its duration determined by the level of misconduct.

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Whenever an airline receives a complaint of unruly behavior from the pilot in-command, the incident may be referred by the airlines to an Internal Committee to decide the duration of the

ban. The Internal Committee is required to decide the matter within a period of 30 days. Pending decision of the Internal Committee, the concerned airline may ban such unruly passenger from flying, but such period may not exceed a period of 30 days.;

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(d): All airlines are required for reporting the incident of passenger misconduct/passenger rage/ unruly behaviour to DGCA in accordance with the provisions of Cabin Safety Circular 01 of 2025, issued by DGCA within 24 hours of the incident.;

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(e): As per the provisions of the aforementioned CAR, airline has to maintain a database of the passengers who have been recommended by the internal committee for flying ban. The same has to be informed to DGCA and other airlines. DGCA places the passenger in 'No Fly list', wherein the unruly passenger is banned from taking flights to/from/within India for a specific period.;

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(f): Any act, which is considered offence on the ground and invites penal action as per law, is also an offence if committed on-board aircraft. An aggrieved passenger may also file grievance or complaint with the local authorities.
