

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO : 1450**  
(TO BE ANSWERED ON THE 4<sup>th</sup> March 2020)

**GUIDELINES ON 'NO-FLY LIST' OF PASSENGERS**

1450. SHRI MAJEED MEMON

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

- (a) whether Director General of Civil Aviation (DGCA) has asked various airlines to act against unruly behavior of passengers;
- (b) if so, the details of incidents that took place during the last one year and action taken against passengers under the 'No-Fly List' of unruly passengers;
- (c) whether DGCA would re-iterate their guidelines on 'No-Fly List' of passengers whose conduct during a flight is highly unruly; and
- (d) if not, the reasons therefor?

**ANSWER**

MINISTER OF STATE (IC) IN THE MINISTRY OF CIVIL AVIATION

(Shri Hardeep Singh Puri)

- (a) To handle the unlawful/disruptive behavior by passengers on-board the aircraft, the Directorate General of Civil Aviation (DGCA) has issued the Civil Aviation Requirements (CAR) Section 3 - Air Transport, Series M, Part VI titled 'Handling of unruly passengers'. The provisions contained in this CAR are applicable to all Indian operators engaged in scheduled and non scheduled air transport services, both domestic and international, for carriage of passengers and on all airports operating within Indian territory and all passengers during the period of air travel in/or over India. Under the provision of Para 4.10 of the said CAR, airlines shall categorize cases of unruly behaviour onboard aircraft into following categories:-
- Level 1: Unruly behaviour (physical gestures, verbal harassment, unruly inebriation etc.)
  - Level 2: Physically abusive behaviour (pushing, kicking, hitting, grabbing or inappropriate touching or sexual harassment etc.)
  - Level 3: Life-threatening behaviour (damage to aircraft operating systems, physical violence such as choking, eye gouging, murderous

assault, attempted or actual breach of the flight crew compartment etc.)

Whenever an airline receives a complaint of an unruly behaviour from the pilot-in-command, the incident may be referred by the airlines to an "Internal Committee". The "Internal Committee" shall decide the matter within a period of 30 days along with category level of the unruly passenger as indicated above. The airlines maintain a database of all unruly passengers (after decision by the Internal Committee) and inform the same to DGCA/other airlines. This forms a No-Fly List which is maintained by DGCA.

(b) In the preceding one year, only one such incident has been reported to DGCA by M/s Indigo. M/s Indigo has informed that their Internal Committee has put one passenger in the 'No-Fly list' for Level-I unruly behavior for a period of three (03) months from taking any M/s Indigo flights to/from within or out of India from 28.01.2020.

(c) to (d) No such proposal has been initiated by DGCA. The instant CAR was revised on 08.09.2017 and is effective as on date.

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