

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.
