

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 337
(TO BE ANSWERED ON THE 6th February 2023)**

MISHANDLING OF EMERGENCY DOOR OF AIRCRAFT

337. SHRI MOHAMMED NADIMUL HAQUE
SHRI ELAMARAM KAREEM
DR. JOHN BRITTAS

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

- (a) details of punishments in case passengers open the emergency door of an aircraft without any such instruction being given by the crew;
- (b) details of safety guidelines issued by the Ministry, if any;
- (c) details of compensation to be provided to families of victims of such accidental aircraft failures;
- (d) whether Government has issued any orders to aircrafts to restructure their emergency doors in case they are prone to be mishandled by passengers, if so, details thereof;
- (e) details of such incidents during last five years and action taken thereon; and
- (f) whether such incidents happened in December, 2022 and person involved in that incident?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

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

- (a) & (b) Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements (CAR) Section 3-Air Transport, Series M Part VI titled -"Handling of Unruly passengers". Whenever an airline receives a complaint of unruly behavior from the pilot-in-command, the incident is referred by the airlines to an 'Internal Committee' constituted by them as per provisions of the CAR.
- (c) As per Carriage by Air Act, 1972, in case of death or bodily injury to a passenger on board an aircraft, the airline is liable to pay damages upto 1,13,100 Special Drawing Rights (SDR) per passenger during international travel and upto Rs. 20 Lakhs per passenger during domestic travel.
- (d) No such order has been issued by DGCA to air operators to restructure their emergency doors.
- (e) & (f) During the last five years, one incident has come to notice of DGCA regarding opening of emergency exit door, while the aircraft was on ground. This was on Indigo flight 6E7339, Chennai to Trichy on 10 December, 2022. The flight departed only after completing all the safety checks/ protocols.
