

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO : 347**  
(TO BE ANSWERED ON THE 6<sup>th</sup> February 2023)

**INCREASE IN UNTOWARD INCIDENTS IN AIR TRAVEL**

347. DR. JOHN BRITTAS

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

- (a) whether it is a fact that occurrence of untoward incidents in flight journeys as well as areas related to passenger handling are on the rise;
- (b) if so, the details thereof and response of Government thereto;
- (c) the measures taken to deal with the situation; and
- (d) the details of extant provisions governing jurisdiction over nefarious incidents occurred in foreign registered flights mid-air?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

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

(a) to (d) DGCA has brought out Civil Aviation Requirement (CAR), Section 3- Air Transport, Series M, and Part VI titled "Handling of unruly / disruptive passengers" in September 2017. The CAR was notified as a measure to deal with the issue related to handling of unruly/disruptive passengers which also provides measures to pre-empt such incidents by way of training of flight crew, cabin crew and ground staff in soft skills to deal with unruly passengers besides how to detect, diffuse and prevent critical situation. It also provides for training of such operative personnel for dealing with conflict and its aftermath, ways/means to mitigate situation arising due to long waiting lines, flight being overbooked, delays and diversion/cancellation as well as lack of information, etc.

A total of 63 passengers have been placed in "No Fly List" for last 1 year, as recommended by the airline's Internal Committee, constituted in accordance with Civil Aviation Requirements (CAR), Section 3- Air Transport, Series M, and Part VI titled "Handling of unruly / disruptive passengers". These include 02 (two) incidents of urinating that have come to the notice of Directorate General of Civil Aviation (DGCA) in last 01 year.

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.

The CAR related to handling of unruly passengers is applicable to:

- (i) All Indian operators engaged in scheduled and non-scheduled air transport services, both

domestic and international, for carriage of passengers.

(ii) All airport operators within Indian Territory.

(iii) All passengers during the period of air travel in or over India.

(iv) All foreign carriers subject to compliance of Tokyo Convention 1963.

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