

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 3524
(TO BE ANSWERED ON THE 3rd April 2023)

VIOLATION OF HUMAN RIGHTS DURING AIR TRAVEL

3524. SHRI KARTIKEYA SHARMA

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

- (a) whether the basic human rights enjoyed by an Indian citizen on the ground are also available to a citizen in the air during air travel
- (b) if so, the details of the rights thereof
- (c) the number of cases of violation of human rights during air travel, in the last three years, the details thereof
- (d) whether there is any mechanism being developed by Government to protect these rights of passengers from being violated and
- (e) whether there is any plan proposed by Government to develop a grievance redressal mechanism for the violation of the rights of the passengers?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

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

(a) to (e): In order to ensure safety of the aircraft/persons/property on board/good order & discipline on-board and to handle the unlawful/disruptive behaviour on-board the aircraft, the Directorate General of Civil Aviation (DGCA) has issued CAR (Civil Aviation Requirements), Section 3-Air Transport, Series M, Part VI titled "Handling of unruly / disruptive passengers". As per the provision mentioned in the aforementioned CAR, flight crew, cabin crew and ground staff should be properly trained and should provide knowledge of procedures to deal with unruly passengers, knowledge of how to detect, defuse and prevent critical situations, about the causes of various types of disruptive behaviour and ways to handle critical situations along with reporting thereto.

As per the procedure defined in the aforementioned CAR, airlines are required to follow a prescribed procedure for holding passengers accountable before they are placed in the 'No Fly List' by the airline. Based on the information provided by the airlines, 'No Fly List' is maintained by Directorate General of Civil Aviation (DGCA). Airlines have to follow the procedure defined in aforementioned CAR in respect of such passengers.

As per the no-fly list maintained by the DGCA, year-wise data of debarred passengers is as under:

| Year | No. of passengers |
|------|-------------------|
| 2020 | 10 |
| 2021 | 66 |
| 2022 | 63 |
