

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 31
(TO BE ANSWERED ON THE 21st July 2025)

REPORTS OF UNRULY BEHAVIOUR OF AIRLINE PASSENGERS

31. SHRI RITABRATA BANERJEE

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

- (a) whether it is a fact that many Airlines are not reporting unruly behaviour of passengers to DGCA; and
- (b) if so, the details thereof and if not, the reasons therefor?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (b) : In accordance with the provisions of Cabin Safety Circular 01 of 2025, issued by the Directorate General of Civil Aviation(DGCA), all airlines are reporting incidents of passenger misconduct / passenger rage / unruly behaviour to DGCA .

Whenever an incident of passenger misconduct/passenger rage/ unruly behaviour occurs onboard, the information is to be immediately reported by Chief of Flight Safety/Director Cabin Safety (In Flight Services) within 12 hours via email, and detailed written information should be submitted to DGCA within 24 hours of the landing of the aircraft as per the prescribed format.

In the last three years, M/s Air India did not report two unruly passenger incidents in the year 2022 for which DGCA took enforcement actions against the airline as per applicable regulatory provisions .
