

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO. : 2565
TO BE ANSWERED ON THE 16th March 2026
PASSENGER SAFETY IN AIR TRAVEL

2565. SHRI I.S. INBADURAI

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

(a) whether Government has conducted a comprehensive assessment of passenger safety standards across domestic airlines, if so, the details thereof and deficiencies identified;

(b) whether incidents relating to unruly passengers, technical faults and emergency handling have increased in recent years, if so, year-wise data and corrective measures taken;

(c) whether airlines are adequately complying with safety audits, crew training and aircraft maintenance norms prescribed by the Directorate General of Civil Aviation (DGCA), if so, findings of inspection thereof; and

(d) whether existing mechanisms sufficiently protect passengers during flight delays, diversions and emergency landings, if so, compensation and safety protocols followed thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

(a) to (c): DGCA has a systematic safety oversight mechanism for monitoring compliance of Rules and Civil Aviation Requirements (CARs) encompassing all aircraft and airport operators. The safety oversight process includes regulatory audits, night surveillances, ramp inspections, spot check and special audits. DGCA publishes Annual Surveillance Plan (ASP) on its website. Findings of audits, surveillances & spot checks are followed up with concerned operator for compliance. Further, the compliance of action taken by operator is verified during next audit/surveillance. In case of any violations/ non-compliance to regulations detected during audit/surveillance, enforcement action including financial penalty is imposed by DGCA.

Flight Crew training is in compliance with the existing regulations as per CARs issued by DGCA.

Year-wise details of unruly passengers placed in the 'No-Fly List' and technical defects/snags reported in various airlines during the last three years are annexed.

(d): In order to reduce inconvenience caused to the passengers and to ensure facilitation in case of flight delay and diversion, DGCA has issued two CARs related to facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights, delays in flights and facilitation in case of flight diversion.

Annexure

I. Year-wise details of unruly passengers placed in the 'No-Fly List' during the last three years:

S. No.	Year	Total no. of unruly passengers
1.	2023	110
2.	2024	82
3.	2025	93

II. Year-wise details of technical defects/snags reported in various airlines during the last three years:

S. No.	Year	Total no. of defect/snag
1.	2023	470
2.	2024	421
3.	2025	353
