

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO. : 1617
TO BE ANSWERED ON THE 3rd August 2026

PASSENGER TREATMENT AND AIRLINE EMPLOYEE CONDUCT

1617. SHRI RAVI CHANDRA VADDIRAJU

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

- (a) whether Government is aware of recent incidents involving rude behavior and mistreatment of passengers by airline staff;
- (b) specific guidelines or codes of conduct mandated for airline employees in dealing with passengers; and
- (c) steps taken to ensure that passenger grievances are addressed promptly and that a respectful and courteous environment is maintained in line with global best practices?

ANSWER

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

(a) to (c): In order to ensure the safety of the aircraft/persons/property, to maintain good order & discipline and to handle the unlawful/disruptive behavior on board the aircraft, DGCA has issued CAR, Section 3- Air Transport, Series M, and Part VI titled "Handling of unruly/disruptive passengers".

Further, Guidelines for handling special passengers is laid down in Cabin Safety Circular 01 of 2016.

Ministry of Civil Aviation (MoCA) has established a permanent, 24x7 Passenger Assistance Control Room (PACR) to enhance passenger-centric governance. This initiative integrates MoCA, DGCA, AAI, and airlines for real-time monitoring of flight disruptions, baggage issues, and refunds, aiming to accelerate grievance redressal and improve the overall travel experience.

In addition, Ministry of Civil Aviation has launched the Air Sewa portal & Mobile App for ensuring time-bound resolution of grievances.
