

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha**

**UNSTARRED QUESTION NO. : 2567
(TO BE ANSWERED ON THE 16th March 2023)**

UNRULY PASSENGERS

**2567. SHRI P.P. CHAUDHARY
DR. RAMPATI RAM TRIPATHI
SHRI BRUBHUSHAN SHARAN SINGH
SHRI PRATAP CHANDRA SARANGI
SHRI KODIKKUNNIL SURESH
SHRI ANURAG SHARMA
SHRI SANGAM LAL GUPTA**

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) whether the Government is aware of the recent string of incidents regarding ill-mannered passengers in commercial flights including an incident wherein a passenger is alleged to have behaved in an unruly manner with a woman passenger in an Air India flight from New York to Delhi and similar incidents being reported in domestic and international flights and if so, the details thereof and the reasons therefor;
- (b) whether the Government is aware that such incidents are left unreported by the cabin crew and commanders of airlines and if so, the details thereof;
- (c) whether the Government has taken any steps to prevent such incidents in the future and if so, the details thereof;
- (d) whether there are any existing provisions for holding passengers accountable for their misbehaviour in flights and if so, the details thereof; and
- (e) the details of the total number of fliers put on no-fly lists during the last five years?

ANSWER

Minister of CIVIL AVIATION (Shri Jyotiraditya M. Scindia)

(a) & (b) Yes, Sir. A total of 63 passengers have been placed in "No Fly List" during the year 2022, for the period as recommended by the airline's Internal Committee, constituted in accordance with CAR on unruly passengers. 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.;

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As regards specific incident wherein a passenger relieved himself on a co-passenger in an Air India flight from New York to New Delhi dated 26.11.2022, following action was taken by DGCA for non-compliance to applicable regulations:

(i) Financial Penalty of Rs.30,00,000/- (Rupees Thirty Lakh only) has been imposed on M/s Air India.

(ii) Financial Penalty of Rs.3,00,000/- (Rupees Three Lakh only) has been imposed on Director Flight services of M/s Air India.

(iii) License of Pilot in Command suspended for three months.;

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(c) & (d) In order to deal with unruly behaviour on-board, DGCA has issued Civil Aviation Requirement (CAR), Section 3- Air Transport, Series M, and Part VI titled "Handling of unruly / disruptive passengers". As per the procedure defined in the CAR, airline has 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).;

(e) In the last five years including current year, a total of 150 fliers have been placed in the No-Fly list.;
