

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4620
(TO BE ANSWERED ON THE 21st August 2025)

AIR TRAVEL PROTOCOLS

4620. SHRI VIJAYAKUMAR ALIAS VIJAY VASANTH

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the obligations of airlines under Indian aviation regulations in ensuring the physical safety, mental well-being and dignity of all passengers while on board;
- (b) the standard protocols to be followed by airlines in case a passenger exhibits signs of medical or psychological distress during boarding, taxiing or while in flight;
- (c) whether airlines are mandated to train cabin crew in identifying and responding to mental health emergencies or panic attacks during flights, if so, the details thereof and if not, the plan of the Government to mandate such training in the future;
- (d) the current Standard Operating Procedures (SOPs) in place for managing in-flight incidents involving agitated or distressed passengers and whether these SOPs are reviewed regularly;
- (e) whether any mechanisms are in place to ensure that passengers experiencing a medical or emotional crisis receive proper assistance rather than being treated solely as security threats or subjected to mistreatment and if so, the details thereof; and
- (f) the disciplinary or legal procedures currently followed by airlines when passengers engage in verbal or physical altercations during flights?

ANSWER

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

(a) to (f) : DGCA has issued Civil Aviation Requirements (CAR) Section 7, Series M, Part I, cabin crew are required to be trained in aspects related to cabin safety and first aid. Further, the Safety and Emergency Procedures (SEP) Manual, as accepted by DGCA, lays down the detailed actions to be taken by cabin crew in case of first aid situations and emergencies on board.

Indian aviation regulations place significant emphasis on ensuring the physical safety, mental well-being, and dignity of all passengers on board flights. Crew members are trained to take charge, alert colleagues, and inform the Captain when a passenger is in distress. The response is based on the situation's urgency and flight phase. Crew assesses the patient's condition and provides first aid if needed. The crew can request assistance from any medical professionals on board via public announcement. Onboard medical and emergency equipment, including oxygen and Automated External Defibrillators(AEDs), are used as needed.

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Also, as per DGCA CAR Section 3 Series M Part VI titled "Handling of unruly passengers" in order to prevent discomfort to other passengers and crew members, unlawful or disruptive behavior on board the aircraft may interfere with or hinder the crew members' ability to perform their duties, endanger the safety of the aircraft, the people and property on board, or the good order and discipline on board.;

In line with the DGCA Civil Aviation Requirements (CAR), airline ensures that staff are trained to identify early signs of potential unruly behavior and make every effort to defuse situations through verbal communication and, if necessary, written notices. At all times, airline crew is expected to act courteously and uphold passenger rights.

Unruly behavior is categorized into three levels based on severity, and as per CAR guidelines, an Internal Committee evaluates such incidents to determine appropriate flying ban. The duration of such bans varies as per the level of misconduct.
