

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO. : 4816
(TO BE ANSWERED ON THE 21st August 2025)

RIGHTS AND PROTECTION OF AIR PASSENGERS

4816. SHRI SURESH KUMAR SHETKAR

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the legal rights and protections available to air passengers in the country in cases of physical assault, harassment and discrimination on board;
- (b) the procedure to be followed for filing a formal grievance against another passenger or against the airline staff for inaction during an in-flight incident;
- (c) whether the Government proposes to introduce a specialized ombudsman or fast-track tribunal for aviation-related complaints involving passenger misconduct or violation of rights and if so, the details thereof;
- (d) whether the Government has considered introducing passenger awareness guidelines regarding proper conduct on flights and the consequences of violating civil aviation rules and if so, the details thereof;
- (e) whether the Government has any proposals to launch public awareness campaigns on mental health sensitivity, responsible travel behavior and the rights and responsibilities of passengers during air travel and if so, the details thereof; and
- (f) the standard protocol to be followed by the airlines in case of a passenger exhibits signs of medical or psychological distress during boarding, taxing or in mid-air?

ANSWER

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

(a) & (b): 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".

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Further, any act which is considered an offence on the ground and invites penal action as per law, is also an offence if committed on board an aircraft.

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An aggrieved passenger may also file a grievance or complaint with the local authorities at the earliest.;

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(c): At present there is no such proposal under consideration by the Ministry.;

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(d) to (f): As per the CAR, the passengers shall be made aware of the provisions of the aforesaid CAR through display at prominent locations in the airport. Further, the airline shall establish a Standard Operating Procedure (SOP) including the role of ground staff, flight crew, airline airport manager and airline central operational control to deal with unruly passengers while at the airport or on board the aircraft.
