

GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
AIR SAFETY DIRECTORATE
CABIN SAFETY DIVISION
F.No. AS/CABIN SAFETY/CIRCULAR/2010
CABIN SAFETY CIRCULAR NO. 2 OF 2010

Dated 27th January, 2010

Subject: **UNRULY PASSENGERS/PASSENGER RAGE/PASSENGER
MISCONDUCT INCIDENTS REPORTING PROCEDURE**

In the recent past, number of incidents involving unruly passenger during the conduct of the flight have taken place posing a threat to the safety of the flight and or its passengers, crew, or its properties. However, reporting of such incidents have either been substantially delayed or not reported to the regulatory authority.

This is to reiterate that the procedure to report incidents of unruly/disruptive passenger is same as that for any reportable incident. However for the benefit of all concerned the reporting procedure is as below:

- All incidents are to be reported to Director Air Safety – Headquarters (Cabin Safety Division) and in addition to Director Air Safety / Regional Controller Air Safety in whose region the flight lands after the incident.
- The information is to be immediately reported by Chief of Flight Safety/Cabin Crew Nodal Officer (telephonically) as above and written information should be submitted within 12 hours of the landing of the aircraft as per the enclosed performa.

(A.K. Chopra)
Joint Director General
For Director General Civil Aviation

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