



GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
TECHNICAL CENTRE, OPP SAFDURJUNG AIRPORT, NEW DELHI

CIVIL AVIATION REQUIREMENTS
SECTION 3 - AIR TRANSPORT
SERIES 'M', PART 'VI', ISSUE I,
Dated: XX-XX-XXXX
F. No. 23-14/2014-AED

EFFECTIVE: FORTHWITH

Subject: Handling of unruly/disruptive passengers.

1. INTRODUCTION

- 1.1 Adoption of unlawful/disruptive behavior in any situation on board the aircraft or during embarkation/disembarkation may interfere with the performance of the duties of the crew member or lessens the ability of the crew member to perform those duties or jeopardize the safety of the aircraft/persons/property on board/good order & discipline on board, aggravate discomfort to other passengers & crew members and may invite panel action in accordance with applicable regulations. In such a situation passenger are expected to abide by law of the land and utilise the means and resources for grievance redressal as specified by the Government.
- 1.2 Even if passenger feels the resource in redressal system has limitation, the unlawful/disruptive action is certainly not a solution.
- 1.3 The unruly/disruptive behaviour on-board aircraft has been declared as an offence and is a punishable act. Although unruly passengers represent only a minute proportion of passengers as a whole, we must never forget that one aggressive passenger can jeopardise safety on board. Unruly passengers affect all personnel involved in the process connected with a flight operation.
- 1.4 This CAR is issued under the provisions of Rule 22, Rule 23 and Rule 29 of the Aircraft Rules, 1937 and with the approval of Ministry of Civil Aviation for information, guidance and compliance of all concerned.

2. APPLICABILITY

- 2.1 The provisions contained in this CAR shall be applicable to the following:
- a) All Indian operators engaged in scheduled and non-scheduled air transport services both domestic and international for carriage of passengers.
 - b) All foreign carriers engaged in scheduled air transport operating to and from Indian Territory.
 - c) All airport operators within Indian Territory.
 - d) All passengers during the period of air travel in or over India.

3. DEFINITION

- 3.1 **Disruptive passenger** - A passenger who fails to respect the rules of conduct at an airport or on board an aircraft or to follow the instructions of the airport staff or crew members and thereby disturbs the good order and discipline at an airport or on board the aircraft.
- 3.2 **Disembarkation** means leaving an aircraft after a landing, except by crew or passengers continuing on the next stage of the same through-flight.
- 3.4 **Embarkation** means boarding an aircraft for the purpose of commencing a flight, except by such crew or passengers as have embarked on a previous stage of the same through-flight.

4. Requirements for Dealing with Unruly/Disruptive Person

- 4.1 Every reasonable effort to protect passengers and personnel against any offences by unruly and disruptive passengers shall be made.
- 4.2 Condition of carriage shall include statutory warning specifying act which have been declared unlawful/disruptive act under the provisions of the Aircraft Rules, 1937.
- 4.3 Airline shall establish Standard Operating Procedure (SOP) including the role of ground staff, flight crew, airline airport manager and airline central operational control to deal with unruly/disruptive passenger while at airport or on board aircraft. The SOP shall be communicated throughout the organization and especially to all employees that are in direct contact with passengers, both on the ground and on the aircraft.
- 4.4 Passengers who are likely to be unruly and disruptive must be carefully monitored, and if necessary, refused embarkation or off-loaded, if deemed to pose a threat to the safety and security of the flight, fellow passengers or staff while on board aircraft.

- 4.5 Airline shall establish mechanism to detect and report unruly passenger behaviour at check-in, in the lounges, and at the boarding gate in order to prevent such passengers from boarding. In case of occurrence of an act of unruly behaviour while the aircraft is on the ground, such cases shall be reported immediately in writing and First Information Report (FIR) lodged with security agency at the aerodrome for assistance.
- 4.6 Unruly behaviour could be the result of an event of unsatisfactory service/condition or effect of a series of such events that build up. Airline staff should observe early signs of potential unruly behaviour. Airlines shall focus and act on these early signs, rather than dealing exclusively with escalated events. At no stage, the airline staff/crew member shall show discourteous behaviour during redressal of genuine passenger rights.
- 4.7 Crew members must attempt to defuse a critical situation until it becomes clear that there is no way to resolve through verbal communication and written notice to passenger. Applying restraining devices should be used when all conciliatory approaches have been exhausted.
- 4.8 Passengers shall be made aware through display at prominent locations in the airport terminal building that any act, which is considered offence on the ground and invites penal action as per law, is also an offence if committed on-board aircraft
- 4.9 The passenger shall also be made aware that in case his behaviour falls into one of the following categories, he/she is likely to be breaking the law and could be arrested on arrival at destination, or at any other airport where the aircraft commander may choose to land:
- Endangering the safety of an aircraft and persons therein
 - Drunkenness in aircraft
 - Smoking in an aircraft
 - Failure to obey commands of aircraft commander
 - Acting in a disruptive manner by:
 - the use of any threatening, abusive or insulting words towards a member of the crew;
 - behaving in a threatening, abusive, insulting or disorderly manner towards a member of the crew;
 - intentionally interfering with the performance of a crew member.
- 4.10 Pilot-in-command shall quickly assess if the cabin crew can control the unruly passenger and accordingly relay this information to the airline's central control on the ground.
- 4.11 Airline's central control shall, in consultation with pilot-in-command, identify the alternate aerodrome for landing of aircraft as quickly as possible. Security agencies, duty manager at alternate aerodrome and ground staff shall be informed for appropriate action at landing.

4.12 Upon landing of aircraft, pilot-in-command shall lodge FIR with security agency at aerodrome and hand over the unruly passenger to security agency.

5. Training

5.1 Flight crew, cabin crew and ground staff should be properly trained and be in possession of procedures to deal with unruly and disruptive passengers.

5.2 The training should provide knowledge on how to detect, defuse and prevent critical situations, about the causes of various types of disruptive behaviour and ways to handle critical situations along with reporting thereto.

5.3 The training modules so designed must include duties of such operating personnel, ground staff, cabin crew and flight crew dealing with conflict and its aftermath, ways/means to mitigate the situations that occurs due to long waiting lines, the flight being overbooked, delays & diversion/cancellation, lack of information, etc.

5.4 In an endeavour to defuse a volatile situation, airline shall establish a mechanism to identify from incidences of disruptive behaviour and analyse on a continued basis in order to impart enhanced customer skills training to frontline staff which would help them manage rude and aggressive passengers and prevention of such occurrences.

6. Reporting

6.1 Reporting of cases of unruly & disruptive passengers shall include his/her name/seat number/address of passenger and names of witnesses, if applicable.

6.2 Instances of passengers posing a threat to flight safety or the security of fellow passengers or operating crew shall be reported to the security official/SHO/CISF according to guidelines/instruction/circular/direction issued by BCAS and/or airport operator.

6.3 Reporting to DGCA shall be made in accordance with the provisions of Cabin Safety Circular 02 of 2010.

(Dr.Prabhat Kumar)
Director General of Civil Aviation