

# Passenger Assaults IndiGo Pilot Over Flight Delay

## How Are Airlines Expected To Respond?

### Why In The News?

- A Man On Board A Delhi-Goa Indigo Flight Service, Where A Passenger Assaulted The Captain After Hours-long Delay.
- Flight 6E2175, Which Was Scheduled To Take Off At 7:40 AM, Departed At 05:35 PM After Facing "**Multiple Delays**".

### How Did IndiGo Responded?

- IndiGo Has Initiated The Process Of Putting On **The No-fly List** A Passenger Who Assaulted A Pilot After The Flight Was Delayed For Several Hours Amid Heavy Fog In Delhi.
- The Airline **Declared The Passenger "Unruly"**, And Further Action Will Be Guided By The Civil Aviation Requirements (CAR) On "Handling Of Unruly Passengers" Issued By The Aviation Watchdog Directorate General Of Civil Aviation (DGCA).



### How Are Airlines Supposed To Respond?

- The Airline Should First Inform The Passengers Concerned That In Case Their Behaviour Is Deemed Unruly As Per The Guidelines, They Could Be Arrested.
- **Unruly Behaviour Includes (But Is Not Limited To):**

- Consuming Liquor Or Drugs Resulting In Unruly Behaviour; Smoking; Not Obeying The Pilot's Instructions; Using Threatening Or Abusive Language Against Crew Or Other Passengers; Physically Threatening And Abusive Behaviour; Intentionally Interfering With Discharge Of Duties By The Crew; And Endangering The Safety Of The Aircraft And Those On Board.
- If The Pilots And The Airline's Central Control Believe That The Unruly Passenger **Cannot Be Brought Under Control By The Cabin Crew**, They Must Land As Soon As Possible At The Nearest Available Airport.
- Upon Landing Airline Representative Shall **Lodge FIR (First Information Report)** With The Concerned Security Agency At Aerodrome, To Whom, The Unruly Passenger Shall Be Handled Over.



## Category Levels Of Disruptive Passenger Behaviour?

- **Level 1:** Unruly Behaviour, Including Physical Gestures, Verbal Harassment, And Unruly Inebriation.
- **Level 2:** Physically Abusive Behaviour, Including Pushing, Kicking, Hitting, And Grabbing Or Inappropriate Touching Or Sexual Harassment.
- **Level 3:** Life-threatening Behaviour, Including Damage To Aircraft Operating Systems, Physical Violence Such As Choking, Eye Gouging, Murderous Assault, And Attempted Or Actual Breach Of Flight Crew Compartment.

## What Penalties Can Unruly Behaviour Attract?

- The Airline Can Ban The Unruly Passenger For Up To **30 Days Immediately** After The Incident. Airlines Are Required To Maintain A Database Of Unruly

Passengers And Share It With The DGCA And Other Airlines. The DGCA Maintains A **No-fly List** Based On The Data Shared By Carriers.

- In Addition To The Airline On Whose Aircraft The Incident Occurred, Other Carriers Also Have The Option Of Banning Such Passengers From Flying For Varying Durations Based On Offence Levels.



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**DIRECTORATE GENERAL OF  
CIVIL AVIATION**

- For Level 1 And 2 Offences, The Ban On Flying Can Extend To **Three Months And Six Months**, Respectively. For A Level 3 Offence, The Minimum Ban Should Be For **2 Years**, With No Upper Limit.
- An Individual Who Is Banned From Flying Can **Appeal Within 60 Days** To An Appellate Committee Constituted By The Ministry Of Civil Aviation And Headed By A Retired Judge Of A High Court. An Appeal Against The Appellate Panel's Decision Shall Be Made To A High Court.