

## DGCA issues advisory on handling unruly passengers

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D.G.C.A, Govt. of India

The Directorate General of Civil Aviation (DGCA) has directed airlines to take strict action against unruly fliers and to familiarise its pilots and cabin crew with the rules.

DGCA's notice to the carriers comes amid several incidents where passengers were caught smoking and drinking inside the aircraft, trying to open emergency exits and even getting involved in fights - either with the crew or fellow passengers.

In the latest incident, Air India Monday had to turn over a passenger to the police after he caused physical harm to two cabin crew members on board a Delhi-London flight.

"In the recent past, DGCA has noticed a few incidents of smoking in aircraft, consumption of alcoholic beverages resulting in unruly behaviour, altercations between passengers and sometimes inappropriate touching or sexual harassment by passengers... wherein pilots and cabin crew members have failed to take appropriate actions. Such incidents have the potential of compromising the safety of aircraft operations," the DGCA said in a statement.

The regulator in its notice asked the head of operations of all airlines to ensure that

pilots and cabin crew are sensitised to monitor such passengers and take action so that aircraft safety is not impacted.

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