



**GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
TECHNICAL CENTRE, OPPOSITE SAFDARJUNG AIRPORT, NEW DELHI**

Cabin Safety Circular 01 of 2025

File no: DGCA-22035/2/2023-FSD

Dated: 09 June, 2025

**SUBJECT: REPORTING PROCEDURE FOR PASSENGER
MISCONDUCT / PASSENGER RAGE / UNRULY BEHAVIOUR**

1. INTRODUCTION

In the recent past, number of incidents involving unruly passengers 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.

Wherein it is observed that post holders have substantially delayed or not reported the matter pertaining to passenger misconduct/passenger rage/ unruly behavior to the regulatory authority.

2. APPLICABILITY

This Cabin safety circular is applicable to all Scheduled Operators, Scheduled Commuters, and Non-Scheduled operators and all operators who carry cabin crew on board an aircraft.

3. REPORTING TO DGCA


This cabin safety circular is issued to reiterate that the procedure to report such passenger misconduct / passenger rage/ unruly behavior shall be adhered to for maintenance of safety of the flight and /or its passengers, crew, or its properties.

The information is to be immediately reported by Chief of Flight Safety/ Director Cabin Safety (In Flight Services) within 12 hours via email, and detailed written information should be submitted to DGCA within 24 hours of the landing of the aircraft as per the enclosed Performa.

4. REPORTING PROCEDURE

It is the responsibility of Director Cabin Safety (In Flight Services) of the airline to report all such incidents to Director (Flight Standards Directorate, DGCA HQ) and in addition, by the airline Chief of Flight Safety to Director Air Safety / Regional Air Safety Office in whose region the flight lands after the incident and to Director Air Transport (Aircraft Engineering) on his/her email Id as per the enclosed performa.

Note: This circular supersedes CSC 02 of 2010.


(Bharat Bhushan)
Joint Director General
For Director General Civil Aviation

PERFORMA FOR REPORTING INCIDENT OF UNRULY/DISRUPTIVE PASSENGER			
NAME OF THE OPERATOR:			
DATE OF INCIDENT:	AIRCRAFT REGISTRATION:	FLIGHT NUMBER:	SECTOR:
*DETAILS OF FLIGHT CREW :			
*DETAILS OF CABIN CREW :			
*Brief details of the incident including name & addresses of the passengers / individuals / crew involved, and any medical examination carried out or proposed to be carried out.			
Action taken:			
Date and Time of Reporting of Incident to DGCA(via Email):			
Name and Signature (Director-in-flight services (Cabin Safety):			

(* Details of all supporting documents to be attached, where ever applicable)