

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2554
(To be answered on the 22nd December 2022)**

COMPENSATION FOR DENIED BOARDING IN FLIGHTS

**2554. DR. SUJAY RADHAKRISHNA VIKHE PATIL
DR. HEENA GAVIT
SHRI UNMESH BHAIYYASAHEB PATIL
DR. KRISHNA PAL SINGH YADAV
PROF RITA BAHUGUNA JOSHI
DR. SHRIKANT EKNATH SHINDE**

**Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री**

be pleased to state:-

- (a) the number of cases reported regarding the denial of disabled people to board flights during the last five years;**
(b) the steps being taken to penalize airlines for the same;
(c) whether the Government to sensitize flights and flight staff towards the needs and causes of the disabled flying with them and if so, the details thereof; and
(d) whether the Government proposes to introduce compensation for such disabled persons who have been denied boarding, or have been subjected to scrutiny and humiliation due to their disability at the time of boarding flights and if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(GEN. (DR) V. K. SINGH (RETD))

(a) & (b): One incident of denied boarding for a specially abled child along with his parents has been reported by an airline for the Ranchi-Hyderabad flight on 07.05.2022. Based on the report of 'Fact Finding Committee' constituted by Directorate General of Civil Aviation (DGCA) to enquire this incident, a penalty of Rs. 5,00,000/- was imposed on the airline.

(c) & (d): The Civil Aviation Requirements (CAR) Section 3 - Air Transport, Series M Part IV titled "Carriage by Air-Persons with Disability and/or Persons with Reduced Mobility", issued by the DGCA has the provision for conducting the training programme as per the training module provided by Ministry of Social Justice and Empowerment, for all personnel of airlines, airport operator, security, customs & immigration bureau organizations engaged in passenger services for sensitization and developing awareness for assisting persons with disability or

reduced mobility.

DGCA has revised CAR Section 3 - Air Transport, Series M Part IV titled "Carriage by Air-Persons with Disability and/or Persons with Reduced Mobility" on 22 July, 2022, in order to avoid occurrence of such an unpleasant instances in future. As per the revised CAR, "airline shall not refuse carriage of any person on the basis of disability and/or reduced mobility. However, in case, an airline perceives that the health of such a passenger may deteriorate in-flight, the said passenger will have to be examined by a Doctor in person - who shall in his/her opinion, categorically state the medical condition and whether the passenger is fit to fly or nor. After obtaining the medical Opinion, the airline shall take an appropriate decision on the carriage of such passenger. In case of refusal of carriage by the airline, it shall inform the passenger in writing with the reasons therein immediately.
