

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2352
ANSWERED ON:07.12.2006
COMPLAINTS FROM PHYSICALLY CHALLENGED PASSENGERS
Shivanna Shri M;Singh Kunwar Rewati Raman

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Director General of Civil Aviation has asked domestic airlines to be sensitive to the needs of physically challenged following a litany of complaints from passengers;
- (b) if so, the details of the directions issued in this regard;
- (c) whether the directions have been implemented;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

Answer

- MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a):- Yes, Sir.

(b):- Directorate General of Civil Aviation (DGCA) has directed each airline to make a requirement for physically challenged passengers in their respective Citizen Charter, which provides information on various facilities provided by the airlines to physically challenged passengers. Information in this regard is available on the website of the respective airlines.

(c),(d) and (e):- The requirements contained in the Citizen Charter on physically challenged persons is being complied with by the airlines.