

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2379
ANSWERED ON:30.08.2007
PHYSICALLY CHALLENGED PASSENGERS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether some private and public airlines are charging money from physically challenged passengers for helping them to board or disembark from aircraft through the specially designed lift;
- (b) if so, the details thereof along with the reasons therefor; and
- (c) if so, the steps taken by the Government to provide the user-friendly facilities at airports/aircraft to the physically challenged?

Answer

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

(a) and (b): - All Scheduled airlines except Air Deccan, are providing wheel chair facility free of charge. However, Air Deccan is charging Rs. 200/- for providing wheel chair facility. The charges levied by different airlines are based on their Revenue Model and Company Policy.

(c):- Most of the airports managed by Airports Authority of India (AAI) have basic facilities for physically challenged passengers. The details of the facilities available are enclosed as Annexure-I.

Annexure-I

FACILITIES PROVIDED TO PHYSICALLY PASSENGERS AT AIRPORTS

1. Wherever booking facilities are provided at the airports these are barrier free.
2. Security check enclosures are designed so as to permit movement of wheel chairs through the security check area.
3. Toilets for the physically challenged passengers in each check-in area.
4. Elevators to enable physically challenged passengers to move from one level to another, Opening size of the elevator doors is maintained for easy wheel chair entry and exit.
5. A. separate ramp and a loading dock on the air side is provided for wheel chair movement into the commissary truck for transporting physically challenged passengers from and to the remote parked aircraft.
6. Ramps for physically challenged passengers in terminal and kerb side.
7. Parking slots in the Car Parking area, specially earmarked for physically challenged passengers driving their own-vehicles.
8. AAI has placed fourteen ambulifts at the following airports for the use of airlines on chargeable basis :-

- i) Chennai
- ii) Ahmedabad
- iii) Lucknow
- iv) Guwahati
- v) Coimbatore
- vi) Calicut
- vii) Jaipur
- viii) Amritsar
- ix) Nagpur
- x) Goa
- xi) Patna
- xii) Bhubaneswar
- xiii) Agartala
- xiv) Dibrugarh