

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:3664  
ANSWERED ON:24.08.2011  
BLIND PEOPLE IN FLIGHTS  
Jagannath Dr. M.

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether contrary to international practices, most airlines in India do not allow blind people to travel independently;
- (b) if so, the details thereof and the reaction therefor;
- (c) whether any complaints have been received in this regard;
- (d) if so, the details thereof and the action taken by the Government against the airlines found guilty;and
- (e) the steps taken/being taken by the Government to avoid the recurrence of such incidents?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

(a) and (b):- As per the provision of CAR Section 3, Series3, Series M, Part I on Carriage by Air of Persons with Disability and/or persons with Reduced Mobility, no airline shall refuse to carry persons with disability or persons with reduced mobility.

(c):- Two cases have been reported to Directorate General of Civil Aviation (DGCA) in June, 2011in this regard. In one case, Kingfisher Airlines denied boarding to a blind lady passenger at Mumbai who was travelin with infant. In the second case, a blind passenger travelling alone by Kingfisher Airlines was harassed by their ground staff at Patna airport. However, the passenger was made to travel after signing indemnity bond.

(d):-Matter was taken up with Kingfisher Airlines,who has taken necessary corrective action to ensure that no inconvenience is caused to non-ambulatory passenger. Kingfisher Airlines also issued a detailed circular to all airports defining the process of handling non-ambulatory passengers specifically reiterating on the sensitivity in dealing with them.

(e):-DGCA has issued instruction to all scheduled domestic airlines to formulate a detailed policy for carriage of disabled persons or persons with reduced mobility including blind and publish the same on their respective website. All the airlines are also directed to make the same available at different airports and also sensitize their employees in this regard.