

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1353

ANSWERED ON:21.03.2012

DIFFERENTLY ABLED PASSENGERS IN FLIGHTS

Botcha Lakshmi Smt. Jhansi; Das Gupta Shri Gurudas; Gawali Patil Smt. Bhavana Pundlikrao ;Gutha Shri Sukender Reddy; Mcleod Smt. Ingrid; Nagorao Shri Dudhgaonkar Ganeshrao; Panda Shri Prabodh; Rajesh Shri M. B.; Shekhar Shri Neeraj; Singh Shri Yashvir; Sugumar Shri K. ; Tarai Shri Bibhu Prasad

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether incidents of ill-treatment meted out to some differently abled passengers by the private airlines have come to the notice of the Government recently;
- (b) if so, the details thereof;
- (c) whether the matter was enquired into by the Government /DGCA;
- (d) if so, the follow up action taken by the Government thereon;
- (e) whether most of the private airlines are not adhering to the rules and regulations prescribed for differently abled persons;
- (f) if so, the action taken by the Government against such airlines alongwith the details of proper facilities for carrying the disabled persons at various airports: and
- (g) the detailed guidelines in place for air passengers particularly differently abled persons and the steps taken to ensure their compliance by private airlines thereon?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

- (a) to (d): Three cases of harassment faced by physically challenged passengers were reported to the Director General of Civil Aviation (DGCA), two in the year 2011 and one in 2012. The details and Action Taken report on these cases are annexed,
- (e) to (g): DGCA has issued Civil Aviation Requirements (CAR) on 'Carriage of Passenger by air with disability and/or with reduced mobility', which is being strictly adhered to by the airlines. The said CAR is available on DGCA website. Violation of the provisions of CAR is punishable under the Schedule VI of the Aircraft Rules, 1937.