

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:648  
ANSWERED ON:27.02.2013  
DIFFERENTLY ABLED PERSONS IN FLIGHTS  
Maadam Shri Vikrambhai Arjanbhai

**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 along with the details of proper facilities put in place for 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?;

**Answer**

Minister of State in the Ministry of CIVIL AVIATION ( SHRI K. C. VENUGOPAL )

(a) to (d): Four cases of harassment faced by physically challenged passengers were reported in the Directorate General of Civil Aviation (DGCA), two in the year 2011 and two in 2012. The details of these cases alongwith action taken by concerned airlines and DGCA are as under:

(i) In the case of Mrs. Mansuri Shabana and Master Mansuri Lukman (Child), Kingfisher Airlines has taken following corrective actions to avoid recurrence of such incidents:

- (a) The crew and the concerned ground services staff at Ahmedabad have been issued warning letters and have strongly briefed.
- (b) A reiteration of the carriage policy for such travel has been circulated to all concerned.
- (ii) In the case of Sh. Mohammed Asif Iqbal, Kingfisher Airlines have terminated all staff involved, including the Airport Manager at Patna airport. In view of this, Kingfisher Airlines reiterated the guidelines to all airports indicating following:
  - (a) A Blind Guest who has no medical complications and is perfectly capable of taking care of his/her personal needs must be accepted on the flights and is not required to sign an Indemnity form.
  - (b) Such a guest is allowed to travel alone and no companion/escort is required to travel along.
  - (c) Staff should treat such guest with special care and be sensitive to their needs.
  - (d) In the event of flight disruption, staff should ensure that these guests are handled with priority.
- (iii) In the case of Ms. Jeeja Ghosh, SpiceJet has re-examined the responsibility of the Pilot-in-command with reference to the provisions of the applicable Civil Aviation Requirements and counseled to display more empathy to deal with such situations in future.
- (iv) In the case of Mrs. Anjalee Agarwal, Jet Airways has informed that the complaints had no substance as she was demanding a slim wheelchair which was provided to her in some time. However, Jet Airways staff was reiterated the guidelines and procedures to handle the persons with disability and/or reduced mobility.

(iii) In the case of Ms. Jeeja Ghosh, SpiceJet has re-examined the responsibility of the Pilot-in-command with reference to the provisions of the applicable Civil Aviation Requirements and counseled to display more empathy to deal with such situations in future.

(iv) In the case of Mrs. Anjalee Agarwal, Jet Airways has informed that the complaints had no substance as she was demanding a slim wheelchair which was provided to her in some time. However, Jet Airways staff was reiterated the guidelines and procedures to handle the persons with disability and/or reduced mobility.

In view of growing concerns experienced by physically disabled persons while traveling by air, a committee has been constituted under the Joint Secretary, Ministry of Civil Aviation to look into the existing guidelines and suggest necessary amendments, if any.

The committee has submitted its report. Further, DGCA has held an interactive session with scheduled domestic airlines on 20th March 2012 wherein all the airlines were directed to strictly adhere the Civil Aviation Requirements and other instructions on the same organize an oriental program of all airport managers regarding their responsibility while handling of persons with reduced mobility travelling by air, who in turn will sensitize all the ground staff working under them create a separate button on their web home page to display the instructions in this regard.

(e) to (g): DGCA has issued Civil Aviation requirement, Section -3, Series M, Part I on 'Carriage of passengers by air with disability and/or with reduced mobility', which is being strictly adhered by the airlines.