

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1330
ANSWERED ON:01.12.2014
KYR PORTAL FOR AIR TRAVELLERS
Antony Shri Anto ;Panda Shri Baijayant "Jay"

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether his Ministry has launched a `Know Your Rights` (KYR) portal to provide information to the passengers about their rights during air travel;
- (b) if so, the details thereof along with the main features of the said portal;
- (c) whether this KYR portal contains any special provisions for senior citizens and differently-abled persons;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government to strengthen Grievance Redressal Mechanism for the benefit of air travellers?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

- (a) and (b): Yes, Madam. `Know your Rights` (KYR) portal has been created on Directorate General of Civil Aviation (DGCA) website www.dgca.nic.in to provide information to the passengers about their rights during air travel. The KYR portal provides information related to travel issues, special assistance, advisory to the passengers, grievance redressal mechanism, disruptive passengers and tips for healthy flights. Applicable regulations are also linked for easy accessibility by the user within each topic.
- (c) and (d): Yes, Madam. Information on `Carnage of Passengers with disability` and `Facilitation for senior citizens, Expectant mothers` have also been included in the KYR portal.
- (e): The KYR portal provides information related to grievance redressal mechanism also. Applicable regulations are linked in this page also for easy accessibility of the user.