

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 2425  
(TO BE ANSWERED ON THE 8<sup>th</sup> August 2018)

**FACILITIES FOR PHYSICALLY CHALLENGED AND SENIOR CITIZEN AIR TRAVELLERS**

2425. SHRI BHUBANESWAR KALITA

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

- (a): the details of airport security charges for air travelers in the country;
- (b): whether facilities have been extended to physically handicapped persons and senior citizens travelling by air;
- (c): if so, the details thereof;
- (d): whether Government has received any complaint for inadequate facility being extended to these category of air travelers; and
- (e): if so, the details thereof?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

- (a): Passenger Service Fee (PSF) is charged as part of passenger fare of air travel. The Passenger Service Fee (PSF) is collected under two heads (i) PSF- Security Component and (ii) Facilitation Component. The PSF(Security Component) is used to meet the cost of deployment of security personnel at airports.
- (b) & (c) : In order to facilitate the passengers, particularly senior citizens, expectant mothers, passengers with disability, first time travelers, Directorate General of Civil Aviation had issued Air transport Circular 04 of 2017 effective from 31.08.2017 titled "facilities/ Courtesies to esteemed traveling public at airports" and CAR, Section 3 Series M, Part I titled as "Carriage by Air- Persons with Disability and /or Persons with reduced Mobility". Also, Bureau of Civil Aviation Security(BCAS), the regulatory authority for civil aviation security, issued Standard Operating Procedure (SoP) for Screening of passengers with special needs and medical conditions.
- (d) & (e) : Airports Authority of India (AAI) has reported that in the past 1½ years, 42 complaints were received at various airports. These complaints mainly related to facilities such as wheel chairs, toilets, seating arrangements, special parking zones, inconvenience during security checks etc. These complaints were duly examined and remedial action was taken by AAI. Moreover, certain problems faced by physically challenged persons especially by those with prosthetic limbs were reported to this Ministry/ BCAS. With an aim to overcome these problems, BCAS, after consultation with stakeholders concerned has in month of October 2017 issued amendment to the SoP for Screening of passengers with special needs and medical conditions. Further, the air passengers can also lodge their complaints through Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal, Integrated Grievance Redress Mechanism (INGRAM) portal and AirSewa mobile app / web portal of Government of India. These complaints are forwarded to all concerned stakeholders for speedy and timely redressal.

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