

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA

UNSTARRED QUESTION NO. : 1632

TO BE ANSWERED ON THE 3rd August 2026

**AVAILABILITY OF WHEELCHAIRS, E-RICKSHAWS AND
BATTERY-OPERATED BUGGIES AT AIRPORTS**

1632. DR. BHIM SINGH

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

- (a) the number of wheelchairs, e-rickshaws and battery-operated buggies available for the convenience of passengers at various airports across the country and specifically at Delhi's Terminal-1, Terminal-2 and Terminal-3 and the details thereof; and
- (b) whether any standards have been prescribed by Government regarding the availability and operation of the said facilities and the steps taken for improvement based on their availability, usage and passenger complaints during the last three years and the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

(a): Passenger mobility facilities such as wheelchairs and battery-operated buggies/passenger carts are provided at various airports to facilitate the movement of passengers, particularly Persons with Reduced Mobility (PRMs). Wheelchairs are generally provided by the concerned airlines/ground handling agencies, while battery operated buggies/passenger carts are provided by airport operators

At Indira Gandhi International Airport, Delhi, 6 passenger carts at Terminal-1, 3 carts in Terminal-2 to Terminal-3 transfer corridor, and 33 carts at Terminal-3 are available.

(b): Directorate General of Civil Aviation (DGCA) has laid down certain regulations i.e. Civil Aviation Requirement, Section 3- Air Transport, Series M, Part-I, titled "Carriage by Air of Persons with Disability and/ or Persons with Reduced Mobility".

In addition, DGCA has issued Air Transport Circular ATC 01 of 2023 titled 'Facilities/Courtesies to esteemed travelling public at airports'.

Further, Ministry of Civil Aviation has published the 'Accessibility Standards and Guidelines for Civil Aviation' to provide a comprehensive framework of accessibility standards and guidelines for the civil aviation sector, ensuring that airports and related services are inclusive and accessible for all users, including PRMs.

DGCA Grievance Cell has received 123 complaints between January, 2024 to June, 2026 under the category "Disability/Wheelchair Issues".
