

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1667
(To be answered on the 28th December 2017)**

Facilities to Differently Abled during Air Travel

1667. **DR. SHASHI THAROOR**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the steps taken by the Government to ensure that air travel remains compliant with the United Nations Convention on the Rights of Persons with Disabilities (CRPD);
- (b) the details of compliance as per the recommendations pertaining to persons with disabilities in accordance with the Civil Air Requirements Report 2014, specifically the suggestion that airline operators should formulate a detailed procedure for carriage of persons with disability or reduced mobility and publish the same on their website and should ensure all web content adheres to the Web Content Accessibility Guidelines (WCAG) to make it more accessible to persons with disabilities;
- (c) if so, the details of compliance assessment and remedial measures taken by the Government; and
- (d) the details of training and sensitization provided to airport staff and security personnel to better support the hassle-free travel of persons with disabilities?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) to (c): Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements (CAR), Section-3-Air Transport, Persons with Disability and/or Persons with Reduced Mobility to standardize the conditions for travel of persons with disabilities and reduced mobility by air in order to protect them against any form of discrimination and to ensure that they receive all possible assistance during their travel. Further, Bureau of Civil Aviation Security has also issued Aviation Security (AVSEC) Circular regarding Standard Operating Procedure for screening of passengers with special needs and medical conditions.

Airlines are required to submit number of complaints related to persons with disability and their redressal status to DGCA. In addition, Complaints received by DGCA are taken up with airlines for their redressal. However, no report substantiating non-compliance of the said CAR by the airline operators and airport operators have been received by DGCA in the recent past.

(d): All airlines, airport operators, security, customs and immigration bureau organizations at airport are required to conduct training program, as per the training module provided by Ministry of Social Justice and Empowerment, for all personnel engaged in passenger services for sensitization and developing awareness for assisting persons with disability or reduced mobility.
