

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 269
(To be answered on the 8th December 2022)**

DISABLED FRIENDLY AIR TRAVEL

269. SHRI KODIKUNNIL SURESH

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has taken initiatives to make airlines in the country disabled-friendly and ensure ease of air travel for disabled people and if so, the details thereof;**
- (b) whether it has come to the notice of the Government that disabled and physically challenged people often face harassment and difficulties at airports due to lack of a clear protocol or Standard Operating Procedure (SOP) in addressing the needs of disabled people especially at security screening and to maintain their dignity and privacy; and**
- (c) if so, the details of the measures taken to address the issue?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(GEN. (DR) V. K. SINGH (RETD))

(a): Ministry of Civil Aviation, in coordination with Ministry for Social Justice and Empowerment, has formulated harmonized guidelines and space standards for barrier free environment and services for Persons with reduced mobility for Aviation Sector in India.

(b) & (c): Bureau of Civil Aviation Security has issued a Standard Operating Procedure (SOP) vide AVSEC Circular No.04/2014 dated 31.03.2014 for seamless screening of passengers with special needs and medical conditions. This SOP has been revised from time to time, latest being on 03.02.2022. Central Industrial Security Force has also issued an internal SOP for the Chief Airport Security Officers of all the airports in the country to ensure smooth security checks for divyangjans, ensuring that the process of security checks is most comfortable and smooth for them without compromising the security aspect.

Directorate General of Civil Aviation, vide their Civil Aviation Requirements

(CAR) Section 3 - Air Transport, Series M Part IV titled "Carriage by Air-Persons with Disability and/or Persons with Reduced Mobility" has issued the provisions for conducting the training programme as per the training module provided by Ministry of Social Justice and Empowerment, for all personnel of Airlines, Airport Operator, Security, Customs and Immigration Bureau organizations engaged in passenger services for sensitisation and developing awareness for assisting persons with disability or reduced mobility.
