

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2051
(To be answered on the 9th December 2021)**

ASSISTANCE FOR DIVYANG PEOPLE

**2051. SHRI KANAKMAL KATARA
SHRIMATI KESHARI DEVI PATEL
SHRI KOMATI REDDY VENKAT REDDY**

**Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री**

be pleased to state:-

- (a) the details of special facilities like reserved parking, passenger lifts for boarding an aircraft and wheel/aisle chairs on flights longer than three hours for in-flight use provided for movement of divyang people at airports in the country;**
(b) whether any separate location/place is likely to be provided for security check and movement of divyang people at the airports;
(c) whether the security personnel and staff are likely to be trained for this purpose; and
(d) if so, the details in this regard and if not, the reasons therefor?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

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

(a) & (b): Special facilities including reserved parking, passenger lifts for boarding an aircraft and priority treatment during security check are provided for divyang passengers at all major airports managed by Airports Authority of India (AAI) as well as Joint Venture (JV) airports and airports under Public Private Partnership (PPP) mode. Wheel/ aisle chairs are also being provided by some of the airlines on flights longer than three hours.

'Accessibility Standards and Guidelines for Civil Aviation' are being formulated by Ministry of Civil Aviation as per the directives of the Ministry of Social Justice and Empowerment, which specify the accessibility features to be provided by the airport operators, airlines and security forces. The provision for reserved parking, passenger lifts for boarding an aircraft, wheel/ aisle chairs for in-flight use on flights with duration more than three hours and priority treatment during security check have been made based on these guidelines.

(c) & (d): The Security personnel are trained during induction to assist the persons with disability and the airport staff also undergo sensitisation training to provide better services to the divyang passengers. The draft 'Accessibility Standards and Guidelines for Civil Aviation' also contains provision for trained airport, airlines and security staff.