

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3048
(To be answered on the 16th December 2021)**

FACILITIES FOR DISABLED AT AIRPORTS

3048. SHRI ASADUDDIN OWAISI

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether it is a fact that persons with disabilities(PWD) have to face a lot of difficulties at the airports of the country during the security check up and if so, the details thereof;
- (b) whether there have been many instances in the past where such persons were harassed by security forces and if so, the details thereof;
- (c) whether Government has issued strict guidelines for security forces while dealing with disabled flyers;
- (d) if so, the details thereof; and
- (e) the steps taken or being taken by the Government to reduce the harassment of PWD flyers in the country?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

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

(a) to (e): Priority treatment during security check is provided for persons with disability 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. Security personnel are trained during induction to assist persons with disability and are also sensitised about the 'Standard Operating Procedure for screening of passengers with special needs and medical conditions' issued by Bureau of Civil Aviation Security. Further, '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. It will enable passengers with disabilities and reduced mobility to move about safely, freely and use all the facilities within airport terminals. The draft guidelines also contain provision for facilities like priority treatment during security check, special arrangements to facilitate screening of persons with special

needs keeping the dignity and privacy of the passenger in mind, trained airport, airlines and security staff etc.
