

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 3539  
(To be answered on the 24<sup>th</sup> March 2022)**

**COMPLIANCE OF GUIDELINES FOR DIFFERENTLY ABLED**

**3539. SHRIMATI MANEKA SANJAY GANDHI**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Government is aware of the incident wherein a disability rights activist was charged for access to a wheelchair at the Chennai airport and if so, the details thereof;
- (b) whether the Government has conducted an inquiry into the incident, if so, the details thereof and if not, the reasons therefor;
- (c) whether the Government has a penal system in place for airlines which violate its disability guidelines and if so, the details thereof;
- (d) the measures taken by the Government to ensure that such incidents are not repeated?

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

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

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- (a): A specially abled passenger traveling from Chennai to Dhaka by flight BS-206 of US Bangla Airlines was charged Rs.2,500 by the airlines for providing a wheel chair at Chennai airport.
- (b): The matter was viewed seriously by the Directorate General of Civil Aviation (DGCA) and an Action Taken Report was sought from the concerned airline. The concerned airline informed DGCA that the amount was refunded to the passenger the same day and also submitted its apology for the lapse. The airlines has assured to be more careful and vigilant with customer services compliance in future to avoid recurrence of any such untoward event.
- (c) & (d): DGCA has issued 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 order to protect the travelers against any form of discrimination and to ensure that all the esteemed travelers receive all possible assistance during their travel. As per Para 4.4.4 of the said CAR, all assistive devices shall be provided without any extra cost to the persons with disability or reduced mobility within India.