

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3121
(To be answered on the 4th August 2022)**

MISHANDLING WITH SPECIALLY-ABLED CHILD AT AIRPORT

3121. SHRI A. RAJA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government is aware that a specially-abled child was not allowed to board a domestic flight recently in the country and if so, the details thereof;
- (b) whether the airline was penalized for mishandling and if so, the details thereof;
- (c) whether the Government proposes to make any amendment in civil aviation rules to avoid recurrence of such incidents and if so, the details thereof;
- (d) whether the Government proposes to initiate training programme and awareness campaign for the ground staff and crew to deal with such situations with compassionate handling; and
- (e) if so, the details thereof?

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): There was an incident of denied boarding for a specially abled child along with his parents by an airline on the Ranchi-Hyderabad flight on 07.05.2022. Based on the report of Fact Finding Committee constituted by Directorate General of Civil Aviation (DGCA) to enquire into this incident, a penalty of Rs. 5,00,000/- was imposed on the airline.

The 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", issued by the DGCA has the provision 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 & immigration bureau organizations engaged in passenger services for sensitization and developing awareness for assisting persons with disability or reduced mobility. DGCA has now revised CAR Section 3 - Air Transport, Series M Part IV titled "Carriage by Air-Persons with Disability and/or Persons with Reduced Mobility" on 22 July, 2022, in order to avoid occurrence of such instances in future.
