

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1667
(To be answered on the 1st August 2024)**

DENIAL TO DISABLED PEOPLE TO BOARD FLIGHTS

1667. SHRI RAJESH VERMA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the number of cases reported regarding the denial to disabled people to board flights during the last five years;
- (b) the steps being taken to penalize airlines for the same;
- (c) whether the Government sensitizes flights and flight staff towards the needs and causes of the disabled flying with them and if so, the details thereof; and
- (d) whether the Government proposes to introduce compensation for such disabled persons who have been denied boarding or subjected to scrutiny and humiliation due to their disability at the time of boarding flights and if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Murlidhar Mohol)

(a) and (b): There was one incident of denied boarding for a specially abled child along with his parents on 07.05.2022. Based on the report of the Fact Finding Committee, Directorate General of Civil Aviation (DGCA) imposed a penalty of Rs.5,00,000/- on the airline.

(c) and (d): With a view to sensitise and develop awareness for assisting persons with disability or reduced mobility, DGCA has issued the Civil Aviation Requirements (CAR) Section 3, Series M, Part I titled "Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility" which provides for conducting the training programme as per the module provided by Ministry of Social Justice and Empowerment, for all personnel of airlines, airport operators, security personnel, customs and immigration bureau organisations engaged in passenger services.

In order to ensure appropriate protection for the air travellers, DGCA has issued Civil Aviation Requirements (CAR) Section 3, Series M, Part IV titled

"Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights".

With a view to ensure the compliance of the laid down regulations by the airlines, DGCA carries out inspections at various airports in the country on random basis.
