

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha
UNSTARRED QUESTION NO. : 665
(TO BE ANSWERED ON THE 28th November 2024)
DENIAL TO DISABLED PEOPLE AT AIRPORTS

665. SMT DAGGUBATI PURANDESWARI

Will the Minister of CIVIL AVIATION

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 by the Government to penalize airlines for the said denial;**
- (c) whether the Government proposes to sensitize 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 have been 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
(Shri Murlidhar Mohol)

(a) & (b): During the last 5 years, there has been one incident of denied boarding of a special needs child for the flight from Ranchi to Hyderabad on 07th May 2022. Based on the report of the Fact-Finding Committee constituted by the Directorate General of Civil Aviation (DGCA) to enquire about the aforementioned incident, a penalty of Rs. 5,00,000/- was imposed on the airline.

(c)&(d): In order to protect passengers with disability &/or with reduced mobility against any form of discrimination and to ensure that they receive all possible assistance during their air travel, DGCA has issued CAR Section - 3, Series M, Part IV titled "Carriage

by Air-Person with Disability (Divyangjan) and/ or Person with Reduced Mobility".;

Under the provision specified in the aforementioned CAR, all airlines, airport operators, security, customs, and immigration bureau organisations at the airport shall conduct a training program, as per the training module provided by the Ministry of Social Justice and Empowerment, for all personnel engaged in passenger services for sensitisation and developing awareness for assisting persons with disability (Divyangjan) or reduced mobility.
