

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 424  
(To be answered on the 25<sup>th</sup> February 2016)**

**DISABLED FRIENDLY AIRPORTS**

424. **SHRI JAGDAMBIKA PAL**  
**SHRI OM BIRLA**

**Will the Minister of CIVIL AVIATION**  
**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether there is any proposal to renovate airports to make them more differently abled friendly if so, the details thereof and if not, the reasons therefor;  
(b) whether the Government has received any complaints of existing differently abled friendly facilities being unused or poorly maintained;  
(c) if so, the details thereof and the steps being taken by the Government to address the problem;  
(d) whether the Government has taken note of harassment faced by physically-disabled passengers at airports for security check, if so, the details thereof;  
(e) whether the Government has laid down any guidelines for dealing with such passengers, if so, the details thereof; and  
(f) the budget allocated for setting infrastructure for such passengers and the other measures taken by the Government in this regard?

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**  
**नागर विमानन मंत्रालय में राज्य मंत्री**

**(Dr Mahesh Sharma)**

- (a): Yes, Madam. 32 airports, viz, Ahmedabad, Amritsar, Calicut, Chennai, Guwahati, Jaipur, Kolkata, Thiruvananthapuram, Lucknow, Varanasi, Tiruchirapalli, Mangalore, Coimbatore, Bhubaneswar, Imphal, Goa, Port Blair, Srinagar, Gaya, Patna, Madurai, Aurangabad, Pune, Bagdogra, Chandigarh, Visakhapatnam, Delhi, Mumbai, Hyderabad, Bangalore, Cochin and Nagpur have been identified in the first phase for improvement of infrastructure facilities for differently abled passengers in conformity with Section 46 of Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995.  
(b) to (d): The details of complaints received from differently abled passengers at Airports Authority of India (AAI) airports and action taken thereon are at Annexure-I.  
(e): Directorate General of Civil Aviation (DGCA) has issued guidelines on facilities for physically disabled passengers at airports in Civil Aviation Requirement (CAR) dated 28.02.2014. The Bureau of Civil Aviation Security (BCAS) has also issued Standard Operating Procedures (SOP) vide Circular dated 31.03.2014 in the above matter.  
(f): Capital Expenditure (CAPEX) and Operational Expenditure (OPEX) for setting infrastructure at airports for such passengers are included airport-wise in the annual budget of Airports Authority of India (AAI) and expenditure on such facilities is met through internal resources of AAI on need basis. Airport Service Quality (ASQ) Survey and Customer Satisfaction Index (CSI) Survey is also being carried out at airports by independent agencies in regular intervals to assess the difficulties faced by passengers and corrective measures taken on the basis of feedback. The Government is also conducting the accessibility audit of all international airports to make it fully accessible for persons with disabilities.



### Complaint about Disabled-friendly facility (During January, 2015 to December, 2015)

Airport	Date	Complainant	Subject	Action taken
Coimbatore	12/02/2015	Ashok Patil	Need Chair for Handicapped people who is <del>not</del> wearing artificial limp	Wheel chair facility is provided by the concerned airline on request by the passenger
Chennai	09/03/2015	Sundaresan	Seeking facilitation to Physically Handicapped	Passenger has been informed about the availability of facility and where to contact, which phone number to dial.
Lucknow	25/03/2015	Ninit Gupta	Issue regarding Ambulift	<del>Complainant</del> has been informed that the ambulance along with ambulift was provided as additional facility. Provision of wheel chair is the responsibility of the concerned airlines. However, the same is forwarded to concerned airline.
Jabalpur	March, 2015		Sofa not available in passenger area for resting / lying down for medically ill passengers.	Chair made available.
Ahmedabad	20/09/2015	Hussain Jolee	Locking of handicapped toilet	Lock repaired and functioning properly.
Ranchi	16/11/2015	Himanshu Kumar	Providing helpers for differently abled people	As per airline operators differently abled passengers are provided wheel chair with attendant so that they may be given utmost care and airline operators provide these facilities without charging to the passengers.
Ahmedabad	03/12/2015	Mrs Shobhana Wadkar	Strip on the wheel chairs loose and damaged	Wheel chair repaired and it is functioning properly.