

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO. : 896

(TO BE ANSWERED ON THE 23rd July 2026)

**FACILITIES FOR COGNITIVE DIFFERENTLY ABLED PERSONS AT
AIRPORTS**

896. DR. D RAVI KUMAR

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) whether the Government has issued any guidelines to airports and airlines for providing assistance to cognitive differently abled persons including those with autism, intellectual disabilities, psycho-social disabilities and dementia and if so, the details thereof;
- (b) the number of airports that currently provide specialised services, including priority security checks, dedicated assistance staff, sensory-friendly waiting areas, quiet rooms and pre-travel familiarisation support for such passengers;
- (c) whether any training on disability sensitivity is being provided to airport and airline staff to support persons with cognitive and psycho-social disabilities and if so, the details thereof; and
- (d) the steps taken by the Government to strengthen airport infrastructure and operational protocols to ensure safe, dignified and non-discriminatory air travel for persons with cognitive and psycho-social disabilities?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (d): The Ministry of Civil Aviation has issued the Accessibility Standards and Guidelines for Civil Aviation, 2022 to facilitate accessible, safe, dignified and non-discriminatory air travel for persons with disabilities, including persons with hidden disabilities such as autism, intellectual disabilities, psychosocial disabilities, dementia and other cognitive conditions. Further, the Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements (CAR), Section 3, Series M, Part I, laying down the regulatory framework for carriage by air of persons with disabilities and persons with reduced mobility, including facilitation, assistance and sensitisation by airlines, airport operators and other concerned stakeholders. The applicable regulatory framework

provides for accessibility measures, passenger facilitation arrangements and disability sensitivity training of personnel engaged in passenger services. Accordingly, airports and airlines provide facilitation and assistance to passengers with disabilities, including persons with cognitive and psychosocial disabilities, through accessible passenger facilities such as accessible routes and approaches, signage, parking, building entrances with slope ramps, corridors, specialized washrooms and drinking water facilities, dedicated assistance arrangements, trained personnel and other support services, as applicable, in accordance with the prescribed guidelines and operational requirements.
