

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Rajya Sabha
UNSTARRED QUESTION NO. : 2419
TO BE ANSWERED ON THE 8th August 2022
TREATMENT OF DISABLED PERSONS

2419. SHRI IRANNA KADADI

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) the number of cases reported of disabled people being denied to board flights in the last five years and details thereof;**
- (b) the steps being taken to penalize airlines for doing so;**
- (c) the plans, if any, to sensitize flights and flight staff towards the needs and causes of the disabled flying with them;**
- (d) the plans, if any, to introduce compensation for such disabled persons who have been denied boarding; and**
- (e) the plans, if any, to mandatorily have doctors on flights to help such passengers or address to the emergency needs of any and all passengers?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (GEN. (DR) V. K. SINGH (RETD))

(a) & (b): There was one serious incident of denied boarding for a specially abled child along with his parents by an airline for 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 this incident, a penalty of Rs. 5,00,000/- was imposed on the airline.

(c) to (e): 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 an unpleasant instances in future. As per the revised CAR, "airline shall not refuse carriage of any person on the basis of disability and/or reduced mobility. However, in case, an airline perceives that the health of such a passenger may deteriorate in-flight, the said passenger will have to be examined by a Doctor in person - who shall in his/her opinion, categorically state the medical condition and whether the passenger is fit to fly or nor. After obtaining the medical Opinion, the airline shall take an appropriate decision on the carriage of such passenger. In case of refusal of carriage by the airline, it shall inform the passenger in writing with the reasons therein immediately.
