

WRITTEN ANSWERS TO UNSTARRED QUESTIONS

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 1
(TO BE ANSWERED ON THE 3rd February 2025)

EASE OF ACCESS TO AIRPORT FACILITIES

1. DR. MEDHA VISHRAM KULKARNI

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

- (a) whether Government is aware of the challenges faced by passengers, particularly senior citizens and persons with disabilities, in accessing airport facilities even as passenger traffic is projected to cross 400 million in 2023-24;
- (b) whether initiatives such as development of dedicated public transport corridors, affordable parking systems and enhancing last-mile connectivity have been implemented at major airports in the country; and
- (c) if so, the details of future plans to expand easy access to airport facilities for all sections of society under the Regional Connectivity Scheme (UDAN) or similar programmes?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a): The Government has published Accessibility Standards and Guidelines for Civil Aviation consisting of four parts, each of which is separated into chapters. These guidelines establish a framework for educating and guiding various airport operators, airlines, security agencies and other professionals involved for the design, planning and implementation of accessibility in built environment.

(b): Key Facilities available for Persons with Reduced Mobility (PRM) at Airports are :-

1. Wheelchair Assistance.
2. Buggy Services
3. Accessible Restrooms
4. Accessible Departure/Arrival gates at Cityside and Airside
5. Dedicated Check-in Counters
6. Reserved Seating Areas
7. Accessible Lift with Braille coded keys
8. Priority Security Screening
9. Braille Signages

10. Verbal Announcements at Airports
11. MIHY desks with PRM Trained staff
12. Designated pick-up/drop-off points for Assistance vehicles
13. Medical Assistance on request

Dedicated "May I Help You" Counters are available at airports for assistance of Person with Disability /Senior Citizen/ Person with Reduced Mobility. "May I help You" desk staff and Terminal Managers are regularly sensitised to handle/ assist Person with Disability/Senior Citizen/Person with Reduced Mobility/ Terminally ill patients.

(c): Under the Regional Connectivity Scheme - Ude Desh Ka Aam Nagrik (RCS-UDAN), the importance is on improving air connectivity to remote and regional areas, making air travel affordable for the masses. The scheme ensures that airports developed under UDAN are equipped with basic passenger amenities.
