

GOVERNMENT OF INDIA

OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION

TECHNICAL CENTRE, OPP. SAFDARJUNG AIRPORT, NEW DELHI

CIVIL AVIATION REQUIREMENTS

SECTION 3 — AIR TRANSPORT

SERIES 'M' PART I

ISSUE: EFFECTIVE FORTHWITH

F. No.: 23-05/2010-AED

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Subject: Carriage by Air – Persons with Disability (Divyangjan) and/or Persons with Reduced Mobility

1. INTRODUCTION

1.1 Air transportation today has become easier than ever. The Government policies on 'Open Sky' have allowed the growth of airlines and non-scheduled operators in the country. The low-cost and no-frills concepts have also enabled the common man with average income to travel by air.

1.2 Persons with disabilities (Divyangjan) and persons with reduced mobility often face challenges while travelling.

1.3 This CAR lays down regulations for the carriage of persons with disabilities (Divyangjan) and persons with reduced mobility by air, to protect them from discrimination and ensure they receive all possible assistance during travel.

1.4 This CAR is issued under Section 5(2)(ab) of the Aircraft Act, 1934, Rule 133A of the Aircraft Rules, 1937, and Ministry of Civil Aviation directives.

1.5 No requirement of this CAR shall override any provision of the *Rights of Persons with Disabilities Act, 2016* or Rules issued by the Ministry of Social Justice & Empowerment.

2. APPLICABILITY

This CAR applies to: - **a)** All Indian operators engaged in scheduled and non-scheduled air transport services, domestic and international. - **b)** All foreign carriers operating to and from Indian territory. - **c)** All airport operators within Indian territory.

3. DEFINITIONS

Person with Disability (Divyangjan): An individual with a physical or mental impairment—permanent or temporary—that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment.

Physical or Mental Impairment: 1. A physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems (neurological, musculoskeletal, special sense organs, respiratory including speech organs, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine). 2. Any mental or psychological disorder such as: mental retardation, organic brain syndrome, emotional or mental illness, learning disabilities.

This includes conditions such as orthopedic, visual, speech and hearing impairments; cerebral palsy; epilepsy; muscular dystrophy; multiple sclerosis; cancer; heart disease; diabetes; autism; mental illness; drug addiction; alcoholism; geriatric disabilities.

Major Life Activities: Caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working.

Record of Impairment: A history or classification (including misclassification) of impairment substantially limiting major life activities.

Person with Reduced Mobility (PRM): A person whose mobility when using transport is reduced due to physical disability (sensory or locomotor, permanent or temporary), intellectual impairment, age, or any other cause, requiring adaptation of the service.

Assistive Device: Equipment that assists a passenger with disability to hear, see, communicate, manoeuvre, or perform daily life functions.

4. REQUIREMENTS

4.1 Airline-Specific Requirements

- Airlines shall not refuse carriage to persons with disabilities/PRMs, their assistive devices, escorts, or guide dogs.
- Airlines shall display Special Service Requests (SSRs) such as WCHR, WCHS, WCHC, BLND, DEAF during booking.
- Airlines shall gather all required information at the time of booking; no additional queries should be asked after ticket confirmation.
- Passengers must notify their needs at least **48 hours** before departure.
- In emergencies, airlines shall make reasonable efforts to accommodate PRMs without advance notice.
- Airlines shall provide seamless assistance from airport entry to aircraft and upon arrival, without additional charges.
- Passengers using personal wheelchairs (battery or non-battery operated) shall be allowed as per accessibility standards and IATA Dangerous Goods Regulations.
- Wheelchairs must be returned at the aircraft door where feasible.
- Damaged wheelchairs must be replaced with a temporary substitute.

Seating and Onboard Assistance

- Accessible seats shall be provided *free of charge* with adequate legroom.
- These seats shall remain blocked until close to departure.
- PRMs shall not be seated where they impede crew duties or emergency exits.
- Escorts should be seated next to the passenger.
- PRMs shall receive priority during re-accommodation due to offloading.

Guide Dogs

- Airlines shall develop procedures for carriage of guide dogs.
- Guide dogs must be trained, harnessed, vaccinated, and remain on the floor at the passenger's feet.

Emergency Procedures & Communication

- Cabin crew shall brief PRMs and escorts on emergency procedures.
- Blind passengers receive verbal briefings; Braille or large-print materials may be provided.
- Safety briefings may be via cards, verbal instructions, or video display.

Medical Clearance

Passengers with conditions in Para 4.1.26(a)–(i) must produce a medical certificate stating: - They can complete the journey safely without extraordinary medical assistance. - Their condition is not communicable. - Required precautions (if any).

Airlines may use **MEDIF**, **INCAD**, or **FREMEC** forms.

Accessibility in Aircraft

- Newly inducted or refurbished aircraft shall include accessibility features per Ministry of Civil Aviation guidelines.
 - Airlines shall not refuse carriage based on disability unless there is a documented, written medical risk.
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4.2 Airport Operator Requirements

- Airports shall provide clear signage, including for reserved drop-off points.
 - Reserved parking must be near terminal entrances.
 - Ramps must be provided at entrances/exits.
 - All public areas and services must be accessible.
 - Flight information systems must be accessible to wheelchair users and persons with visual impairments (including audio announcements).
 - Assistive devices must comply with standards of the Ministry of Social Justice & Empowerment.
 - Ambulances must be available on advance request.
 - Ambu-lifts or equivalent equipment must be provided where aerobridges are unavailable.
 - Any charges levied must be clearly displayed at airports and websites.
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4.3 Training Requirements

- All personnel (airlines, airports, GHAs, security, customs, immigration) must undergo disability-sensitization training based on guidelines of the Ministry of Social Justice & Empowerment.
 - Training must include:
 - Barriers faced by persons with disabilities
 - Hidden disabilities
 - Interpersonal communication skills
 - Health and safety
 - Awareness of regulations
 - Frequent refresher training is mandatory.
 - Cabin crew must receive disability-awareness training along with safety and emergency procedure training.
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4.4 General Requirements

- Operators must publish detailed procedures for carriage of PRMs on their website.
 - Web content must conform to **WCAG accessibility standards**.
 - Operators must provide assistive devices at no extra cost.
 - Low-floor accessible buses must be available.
 - Passengers with PRMs may remain onboard during transit stops.
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4.5 Passenger Grievance Redressal

4.5.1 A person with disability or PRM may report violations of this CAR to the relevant airline or airport.

4.5.2 Operators shall ensure prompt and proper redressal.

4.5.3 Operators shall appoint a **Nodal Officer** and **Appellate Authority**, with details displayed on their website.

4.5.4 All complaints must receive a unique reference number.

4.5.5 If operators fail to fulfill obligations, complaints may be escalated to: - Chief Commissioner for Persons with Disabilities (CCPD) - State Commissioner for Persons with Disabilities

Disclaimer

This document has been **generated and reformatted by *Panacea Disability Rights Activists*** for public welfare, accessibility, and awareness purposes.

For official updates, amendments, or verification, **please refer to the Government of India / DGCA official website.**

(End of Clean Transcription — Rev. 08 dated 29 October 2025)**