



## **GOVERNMENT OF INDIA CIVIL AVIATION DEPARTMENT**

### ***OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION***

**TECHNICAL CENTRE, OPP. SAFDARJUNG AIRPORT, NEW DELHI-110003**

Telegram: "AIRCIVIL"

Telephone No. 24622495, 24622499, 24622500

No. ADAT/MISC./2008-AT-I

Dated: 1.7.2008

To  
The Chief Commissioner for  
Persons with Disabilities  
Ministry of Social Justice & Empowerment,  
Government of India,  
Sarojini House,  
6, Bhagwan Dass Road,

New Delhi-110001

(Kind Attn: Sh. T.D. Dhariyal, Dy. Chief Commissioner)

***Subject:-*** Inappropriate handling of Shri Salil Chaturvedi by the staff of Spice Jet Ltd.

Sir,

Please refer to your their letter No. 12-3/Accessibility/CCD/2005 dated 28<sup>th</sup> May, 2008 on the subject noted above.

In this connection, it is intimated that DGCA has already issued Civil Aviation Requirements vide CAR Section 3 Series M Part I dated 1<sup>st</sup> May, 2008 on the subject of Carriage by Air of persons with disabilities or persons with reduced mobility. DGCA vide its letter No. 1 I-690/3MI-AI(II) dated 10<sup>th</sup> June, 2008 (copy enclosed for reference) has again directed all the airline that under no circumstances, the airlines staff should treat persons with disabilities in a discourteous manner or insist on requirements, which arc against the spirit of the CAR. They have also been directed to implement the CAR in true spirit by amending the Company's procedure, wherever required. It was also suggested to the airlines that immediate instructions should be issued to all concerned, who may have to deal with such passengers, update them according to the contents of the CAR and advise them to deal with them in most courteous manner, as required by CAR. Further, the airlines have also been advised that an appropriate training programme to sensitize all staff handling persons with disabilities should be given on the specific issues concerning such passengers and an action plan in this regard may be prepared and forwarded to this office, urgently.

This is for your kind information in the matter.

Yours faithfully,  
(Charan Dass)  
Deputy Director General  
For Director General of Civil Aviation  
Encl: As above



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**OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION**

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Reference: No.: 11-690/3M 1-AI

Dated: 10<sup>th</sup> June, 2008

Air India Charters Ltd.,  
Air India Building  
21<sup>st</sup> Floor, Nariman Point  
Mumbai-400021

The Chairman & MD,  
Air India Limited, Air India Building  
Nariman Point, Mumbai-400021,

The Chairman & MD  
Air India, Airlines House  
113. Gurudwara Rakab Ganj Road  
New Delhi.

The Chairman  
M/s Kingfisher Airlines Ltd.,  
UB Anchorage, Richmond Road,  
Bangalore - 560025.

The Managing Director  
Alliance Air, Domestic Arrival Term.  
1<sup>st</sup> Floor, I.G.I. Airport, New Delhi.

The Managing Director,  
Air Deccan, 214/33, 7<sup>th</sup> Cross  
Cunningham Road, Vasanthnagar  
Bangalore-560052

Paramount Airways Pvt. Ltd.  
Raja Narayan Towers,  
70, Race Course,  
Coimbatore-641 018.

Jet ite Ltd.  
3<sup>rd</sup> Floor, Dr. Gopal Das Bhawan  
28, Barakhamba Road,  
New Delhi-110001.  
The Chairman

Jet Airways (India) Pvt., Ltd.,  
41-42, Marker Chambers III  
Nariman Point  
Mumbai - 400 021.

The Chairman  
M/s Spice Jet Ltd.,  
319 Udyog Vihar Phase-IV,  
Gurgaon 122 016, Haryana

The President  
M/s Inter Globe Aviation Pvt. Ltd.,  
Block 2B, DLF Corporate Place  
DLF Corporate Place,  
DLF Qutub Enclave Phase III  
Gurgaon.

The Director  
M/s Go Airlines (I) Pvt. Ltd.,  
Neville House, J.N. Herdia Marg,  
Bellard Estate, Mumbai-400001.

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**Sub:** Implementation of CARs on 'Carriage by Air of persons with disabilities or reduced mobility' and on 'Refund of tickets'.

**Dear Sir,**

DGCA has recently issue two CARs with the approval of the Ministry of Civil Aviation. One CAR Section 3 Series M Pt. I dated 1 May 2008 is on the subject of carriage by air of persons with disabilities or persons with reduced mobility. The other CAR is on the refund of air tickets. The above CARs are available on DGCA. Website under Section 3, Air Transport.

It may be appreciated that carriage of persons with disabilities is a very sensitive issue and the Govt. is committed to implement the requirements contained in this CAR. Under no circumstances the airline staff should treat them in a discourteous manner or insist on requirements which are against the spirit of the CAR.

The CAR on 'Refund of Tickets' was issued on 22 May, 2008 and is and applicable forthwith. It is seen that passenger;; are still being refused prompt refund of the ticket. Necessary instructions may be issued to the concerned persons to ensure that complaints on refund of tickets are immediately addressed.

Necessary correction may also be mule to the Citizens Charters of your respective websites to include the provisions of these CARs to remove any contradiction in the regulations and your policies.

All airlines are required to implement the above CARs in true sprit by amending the Company's procedures wherever required. It is suggested that immediate instructions should be issued to all concerned who may have to deal with such passengers, update them according to the contents of the CARs and advise them to deal with them in most courteous manner as required by CAR. An appropriate training programme to sensitize all staff handling persons with disabilities should be given on the specific issues concerning such passengers. An action plan in this regard may be prepared and forwarded to this office urgently.

Action taken / proposed may kindly be intimated to DGCA at an early date.

Yours sincerely,

(R.P. Sahi)

Jt. Director General

For Director General of Civil Aviation.