



सत्यमेव जयते

GOVERNMENT OF INDIA

OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION

TECHNICAL CENTRE, OPP SAFDARJANG AIRPORT, NEW DELHI

CIVIL AVIATION REQUIREMENTS

SECTION 3 – AIR TRANSPORT

SERIES 'M' PART II

JULY, 2006

EFFECTIVE: FORTHWITH

Subject: Carriage of physically challenged passengers

1. INTRODUCTION:

Due to open sky policy the number of aircraft have increased for scheduled operation. Air transport has also become cheaper and is in the reach of common person. A large number of elderly passengers are traveling fare and wide, aboard commercial flights. Older and less healthy passengers often fly and it is expected that the airlines will look after them, should the need arise. Passengers with medical and physical disability also expect that all necessary facilities will be provided to them in-flight, without discrimination. Besides being a humanitarian issue, the scheduled services airlines cannot absolve themselves from their responsibility from providing facilities to the physically challenged passengers.

2. APPLICABILITY:

The requirements of the CAR are applicable to all the scheduled airlines to prevent discrimination against the physically challenged passengers. The airlines may give a detailed procedure for handling such passengers in their Citizen Charter Chapter on their website for the knowledge of the public.

This CAR is issued in exercise of the powers conferred by Rule 133A of the Aircraft Rules, 1937.

3. PHYSICALLY CHALLENGED PASSENGERS:

3.1 DEFINITION

This expression includes disabled and invalid passengers. A passenger is considered incapacitated when his physical, mental or medical condition requires individual attention (while enplaning and deplaning, during flight, in an emergency evacuation and during ground handling), which is normally not extended to other passengers. This requirement will become apparent from special request made by the passengers and/or their family or a medical

authority, or from obvious abnormal physical or mental conditions observed and reported by airline personnel or industry associated persons (travel agents etc.). There may also be requests from interline partners to provide through transportation to incapacitated passengers for which special arrangements may be needed.

3.2 CODES

The following terms are used in all traffic documents namely movement messages, passenger service messages, boarding pass, load sheet, reservations request etc.

MEDA (Medical case)	Company medical clearance may be required
STCR	(Stretcher Passenger)
WCHR	(Wheelchair – R for Ramp) – Passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft, i.e., across ramp, finger – dock or to mobile lounge as applicable.
WCHS	(Wheelchair – S for Steps) – Passenger cannot ascent/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps.
WCHC	(Wheelchair – C for Cabin Seat) – Passenger completely immobile; requires wheelchair to/from aircraft/Mobile lounge and must be carried up/Down steps and to/from cabin seat.
BLND	(Blind passenger) – specify if accompanied by seeing – eye dog.
DEAF	(Deaf passenger) – specify if accompanied by hearing dog.

The above codes are IATA accepted codes for AIRIMP. While originating request for such a category of passenger, these codes should be used in OSI element followed by name of passenger and other information as needed.

The airlines should adopt a procedure that whenever the reservations are made, Airport shall be advised that the passenger needing special attention has been booked on the subject flight, at least 24 hours before departure. In case the reservation is made within the last 24 hours before departures, the Airport shall be advised immediately.

At the Airport, on receipt of such information, appropriate action for arranging the required assistance needed by the passenger, must be taken in advance. The fact should also be advised to the Flight Despatch Unit, for proper briefing to the Cabin Crew, at least 12 hours before scheduled departure.

For this purpose, the airlines may print a slip locally, as given in Appendix 'A', if required.

3.3 NOTIFICATION

Customer Services Officer/Duty Officer must fill up the slip, as given in Appendix 'A', in triplicate and forward one copy to Flight Despatch Unit, with a copy to check-in counter. The third copy is for the staff responsible to see of the departure of the flight and station record.

The enroute and destination station(s) must be advised that passenger(s) needing special attention is/are on board and the services needed by such passenger(s) at enroute/destination station(s).

As far as possible when advice for travel of passenger needing special attention is received, such passengers should be met by customer services staff in the check-in area and assisted in completion of check-in formalities. The boarding pass issued to such passengers should reflect the category code on both the stub and passenger's portion.

3.4 BOARDING

The presence of such category of passengers must be advised to Captain or the Cabin Crew prior to start of boarding. Such passengers should be boarded ahead of rest of the normal passengers, as far as possible.

3.5 DISEMBARKATION

Incapacitated passengers and their escorts shall normally be disembarked after other passengers.

3.6 TRANSIT STATION

Incapacitated passengers shall be retained on board during transit stops unless otherwise required under safety regulations.

3.7 OFFLOADING

In case passengers have to be off-loaded due to over sales or any other restrictions, incapacitated passenger should be accorded highest priority for transportation and should not be normally offloaded.

If traveling on international flights, they shall be assisted by ground staff in completion of formalities like customs/immigration etc.

3.8 STRETCHER CASE

All stations must ensure availability of stretcher(s) the number to be decided depending upon the quantum of traffic loads. Stretchers and associated equipment like blankets, pillows, sheets, etc. to be provided to passengers who can not use the standard cabin seat in a sitting or reclining position on payment of applicable tariff.

When a passenger on stretcher or otherwise is put on oxygen, smoking will be prohibited within 3.1 meters on ground.

3.9 WHEEL CHAIRS

All airlines must ensure availability of wheel chairs in working conditions and provided to passengers when needed. Passengers having their own wheel chairs and who wish to check in the same as registered baggage may be permitted to do so and the airlines wheel chair may be provided for transportation to/from aircraft at both departure and arrival stations.

If the passenger has checked-in his own wheel chair, the same should be delivered at the aircraft side before disembarkation, if required.

3.10 SEATING

Such passengers shall not to be seated near the emergency exist point but they should be seated as close as possible to the toilets and/or cabin attendants' seat. Escorts shall be given seats immediately adjacent to the passenger they are escorting.

Passengers with stiff legs, fractured legs in plaster, paraplegics etc. should be accommodated in seats allowing the maximum space for their comfort. Limbs in plaster cast should not obstruct the aisle or emergency exists.

Passengers with mobility problems should be seated so as not to impede rapid evacuation or aircraft in emergency. They should not be seated near the exists provided with chutes (escaped slides).

Persons with disability affecting one side of their body should be seated in an aisle seat with the unaffected side of their body towards the aisle. This will facilitate their mobility in cases of emergency.

Blind or Deaf passengers traveling with specially trained dogs should be given seats which allow space for the dog, near a floor level exist but which do not impede access to it.

3.11 BRIEFING TO PASSENGER BY CABIN CREW:

Cabin Crew would personally and individually brief such passengers/their escorts on emergency procedures and cabin layout.

3.12 PASSENGERS WITH INFANTS

Passengers traveling with infants should be allowed to check-in without queue and if needed they should be provided assistant to carry the baby bassinet (carry out). If needed, Airlines may also provide bassinet for use on board the aircraft only. Cabin Crew should assist such passengers in embarking/disembarking and also during the flight.

3.13 CARRY COTS

Passenger intending to use Airlines carry cots have to request for the same in advance. If such requests are received while making reservation, Duty Officer, reservations must advise airport about the requirement so that the same are placed on board. Airlines should give aircraft-wise detail where such carrycots can be carried out.

3.14 DELAYED FLIGHTS

In case of delay to flights, such passengers should be individually looked after by the Customer Services staff and arrangements to be made as per the need of the passenger.

DRAFT

(P.K. CHATTOPADHYAY)
JOINT DIRECTOR GENERAL OF CIVIL AVIATION

(Passenger needing special attention)

1. Flight No. _____ Date _____

2. Destination

3. Name of Passenger

4. Category (use codes)

5. Other special information.

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