



No. AAI/JVC/RTI/2025/ 1863

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

Dated: 01.12.2025

Shri Ashok Upadhyay

Subject: Information under Right to Information Act, 2005

Sir,

Reference may kindly be made to your online RTI Request Regn. No. AAOIN/R/E/25/01809 dated 17.11.2025, received by this office dated 17.11.2025, for providing information under RTI Act 2005.

The information sought by you and reply thereof is as under:

S. No.	Information Sought	Delhi Airport	Mumbai Airport
1	For Indira Gandhi International Airport Delhi and Chhatrapati Shivaji Maharaj International Airport Mumbai please provide the year wise data for the last 15 years 2011 to 2025 on the number of wheelchair assistance requests made by passengers on international long haul flights specifically India to USA flights.	The information sought is not available with JVC-Engg.	The information sought is not available with JVC-Engg.
2	For Delhi IGI Airport and Mumbai Airport provide the year wise number of wheelchairs actually provided or issued to passengers for international long haul or India to USA flights during the same period 2011 to 2025.		
3	For both Delhi and Mumbai airports provide the year wise number of instances when wheelchair requests could not be fulfilled due to shortage or unavailability for the years 2011 to 2025.		
4	For Delhi IGI Airport and Mumbai Airport provide the year wise number of complaints received regarding		
a	Shortage or non availability of wheelchairs for genuine passengers.		
b	Alleged misuse or fraudulent wheelchair requests for the years 2011 to 2025.		
5	For both airports Delhi and Mumbai provide copies of any internal reports audits or assessments prepared between 2011 and 2025 related to wheelchair misuse shortage or abuse of priority boarding.		
6	For Delhi IGI Airport and Mumbai Airport provide the current Standard Operating Procedures and guidelines for		
a	Verification of passenger eligibility for wheelchair assistance		
b	Allocation and management of wheelchair inventory		

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c	Handling of complaints regarding misuse or non availability of wheelchairs.		
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In case, the applicant is not satisfied with the reply, he/she may file an appeal to Sh. L. Kuppulingam, Executive Director (PPP/JVC), First Appellate Authority, Airports Authority of India (AAI), Joint Venture Cell, C – Block, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi-110003, under Section 19(1) of the RTI Act within the time limit specified in the RTI Act.

3/4/21

(A. Prakash)
General Manager
Joint Venture Cell / CPIO

Copy to:

Shri Praveen Kumar Asiwal, Jt. GM (ES/RTI), RTI Cell CHQ.