



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

NO.AAC/RTI/2026/ 67

August 5, 2026.

Shri Naga Prakash N,

Subject: Supply of Information under RTI Act, 2005.

Sir,

This has reference to the 02 (two) nos. RTI Applications No. DIRKA/R/T/26/00040 dated 23/06/2026 and No. DIRKA/R/T/26/00053 dated 21/07/2026 on the above subject.

Wheelchair assistance to passengers is arranged and managed by the respective Airlines/Ground Handling Agencies.

The details received from International Airlines are compiled below for perusal:

1. Thai Airways

• Passenger Data

- a. Number of passengers who availed wheelchair assistance on international departures: 493
- b. Number of passengers who availed wheelchair assistance on international arrivals: 493

Incidents and Complaints

The number of incidents reported during the calendar year 2025 involving:

- a. Rejection or denial of wheelchair assistance requests: Nil
- b. Failure to provide pre-booked wheelchair assistance: Nil
- c. Complaints regarding non-availability, delay, or inadequate wheelchair assistance at airports: Nil

Status of Complaints

- a. Number of complaints disposed of: Nil
- b. Number of complaints pending as on the date of furnishing the information: Nil

Availability of Wheelchairs

- a. Total number of wheelchairs available: Wheelchairs are provided by our Ground Handling Service Provider based on operational requirements for each flight.
- b. Number of wheelchairs deployed for passenger use: It is deployed as per the request and as mentioned in the PNR. So no fixed numbers.

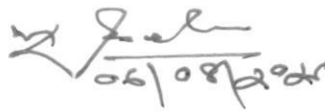
Note: The wheelchair deployment figures are based on the records/invoices maintained by the Ground Handling Service Provider (AI Airport Services Ltd.) for the calendar year 2025.

2. Singapore Airlines

• Passenger Data

- a. Number of passengers who availed wheelchair assistance on international departures. 3236
- b. Number of passengers who availed wheelchair assistance on international arrivals. 3169

Contd.....p/2.


06/08/2026



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

-: 2 :-

• **Incidents and Complaints**

Kindly provide the number of incidents reported during the calendar year 2025 involving:

- Rejection or denial of wheelchair assistance requests. **NIL**
- Failure to provide pre-booked wheelchair assistance. **NIL**
- Complaints regarding non-availability, delay, or inadequate wheelchair assistance at airports.

• **Status of Complaints**

- Number of complaints disposed of. **NIL**
- Number of complaints pending as on the date of furnishing the information. **NIL**

• **Availability of Wheelchairs**

Kindly provide the data of:

- Total number of wheelchairs available. **GHA PROVIDES AS PER FLIGHT WCHR BOOKED LOAD & PAX REQUEST**
- Number of wheelchairs deployed for passenger use. **AS PER FLIGHT WCHR BOOKED LOAD & PAX REQUEST**

3. Buddha Airlines

WHEELCHAIR INFORMATION FOR THE CALENDER 2025 W.E.F. 19/10/2025			
PASSENGER DATA			
WCH AVAILED ON DEPERTURE	WCH AVAILED ON ARRIVAL		
33	44		
INCIDENTS & COMPLAINTS			
NO OF INCIDENTS REPORTED	REJECTION & DENIAL OF WHEELCHAIR	FAILURE TO PROVIDE PRE BOOKED WCH	COMPLAINTS REGARDING DELAY & NON AVAILABILITY
NIL	NIL	NIL	NIL
STATUS OF COMPLAINTS			
NO OF COMPLAINTS DISPOSED	NO OF COMPLAINTS PENDING		
NIL	NIL		
AVAILABILITY OF WCH			
NO OF WCH AVAILABLE IN AIASL FOR SERVICE	NO OF WCH DEPLOYED IN AIASL FOR SERVICE		
75	75		

Contd.....p/3.



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

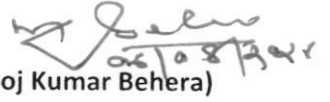
-: 3 :-

As per Section 19 of the Right to Information Act 2005, if you are not satisfied with the reply you can file an appeal with the First Appellate Authority within 30 days of the issue of this order, whose particulars are as under :-

Shri Vikram Singh
Airport Director,
Airports Authority of India,
Operational Office, NSCB Airport,
Kolkata-700052.

Thanking you,

Yours faithfully,



(Manoj Kumar Behera)
General Manager (Ops.-ASM)/CPIO.