



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA
क्षेत्रीय मुख्यालय, दक्षिणी क्षेत्र, चेन्नई
REGIONAL HEADQUARTERS, SOUTHERN REGION, CHENNAI



सूचना अधिकार - समयबद्ध /RTI - TIME BOUND

सं./ Ref : भाविप्रा/द. क्षेत्र / सूचना अधिकार /2023 AAI/SR/RTI/2023/ दिनांक / Date : 16.03.2023

सेवा में / To

श्री / Shri. Dhiraj Kumar
Bihar

विषय / Sub : सूचना अधिकार अधिनियम, 2005 के अंतर्गत माँगी गई सूचना - श्री धीरज कुमार के आवेदन के संबंध में / Information under RTI Act, 2005- Application of Shri. Dhiraj Kumar-reg

संदर्भ /Ref : AAICH/R/T/23/00031 dated 17.02.2023

महोदय / महोदया / Sir / Madam,

कृपया आपके ऑनलाइन के माध्यम से प्राप्त सूचना अधिकार के अनुरोध के संबंध में।
Reference may please be made to your online RTI Request as above.

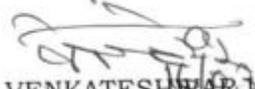
इस संबंध में उक्त सूचना के संरक्षक द्वारा प्रदान की गई अपेक्षित सूचना कृपया इसके साथ संलग्न है। In this regard, the information furnished by the custodian of information is attached herewith.

यदि आप उक्त उत्तर/सूचना से संतुष्ट नहीं हैं, तो आपके द्वारा प्रथम अपीलीय प्राधिकारी के समक्ष 30 दिनों के अंदर अपील किया जा सकता है। In case, you are not satisfied with the reply/information, you may prefer an appeal within 30 days to the First Appellate Authority.

प्रथम अपीलीय प्राधिकारी के संबंध में विवरण निम्न है:-
The details of FAA are given below.

एस.जी. पणिकर / S G Panicker,
क्षेत्रीय कार्यपालक निदेशक / प्रथम अपीलीय प्राधिकारी
Regional Executive Director/First Appellate Authority
भारतीय विमानपत्तन प्राधिकरण / Airports Authority of India,
क्षेत्रीय मुख्यालय, दक्षिणी क्षेत्र / Regional Headquarters, Southern Region,
चेन्नई हवाई अड्डा / Chennai Airport
चेन्नई / Chennai - 600 016
दूरभाष / Phone No.: 044-22561234
ई मेल / Email : redsr@aai.aero

भवदीय / Yours faithfully,


(वेंकटेश्वर एल / VENKATESHWAR) 2023
महाप्रबंधक (सं.दि.नि. द.क्षेत्र)
General Manager (CNS-SR)
जन सूचना अधिकारी - सूचना अधिकार
PUBLIC INFORMATION OFFICER-RTI

संलग्न/Encl.: यथोपरि/As above

3	Trichy	Available. Total No. of Wheel Chairs - 32 Nos. Normal Wheel Chairs - 25 Nos. Cabin Wheel Chairs - 7 Nos.	Available	Available	No Moving chairs available	<ol style="list-style-type: none"> 1. Accessible Parking 2. Accessible Route/Approach 3. Accessible Entrance to the Building. 4. Accessible Reception at Arrival and Departure (Help Desk) 5. Check-in area 6. Accessible Corridor 7. Security Check 8. Baggage Claim 9. Seating Spaces 10. Immigration and customs 11. Tactile Ground Surface indicators 12. Accessible lift 13. Ramp 14. Handrails 15. Accessible Toilets 16. Accessible Drinking Water Facility 17. Signage 18. Aerobridge and Ambulift 19. Low Floor Buses 	<p>Priority for check-in, Immigration, customs and Boarding Procedures.</p> <p>MAY I HELP YOU services are available at Arrival and Departure.</p>	<p>Section 19 to 22 : Complied as per AAI policy guidelines</p> <p>Sect 23: Grievances are being addressed through Public Grievance Officer.</p>
4	Vizag	50 Wheel chairs available including all airlines and Airport operator	Available	Available	No Moving chairs available	<ol style="list-style-type: none"> 1. Wheel chairs 2. Differently abled washrooms at all places 3. Ramp provision at every entry and exit points 4. tactile flooring 5. lifts 6. Designated pick up and dropping points for PWD 7. Accessible parking 8. Accessible Reception ('May I help you' desks') 9. Accessible check-in counter 10. Designated Trolley bay 	<ol style="list-style-type: none"> 1. Smooth and hassle free travel experience 2. Top priority will be given for Disable persons at every where. 	<p>Section 19 to 22 : Complied as per AAI policy guidelines</p> <p>Sect 23: Grievances are being addressed through Public Grievance Officer.</p>


16/3/23

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 बिल्डिंग, ए.टी. रोड, एच.ए.ए. कॉम्प्लेक्स / RHQ, SR, Operational Offices Complex
 चेन्नई एअरपोर्ट, चेन्नई - 600 016 / Chennai Airport, Chennai-600 016

5	Madurai	YES AVAILABLE TOTAL =38	Available	Available	No Moving chairs available	1)Tactile flooring provided 2)PRM WASHROOMS IN ALL AREAS 3)SUFFICIENT NUMBER OF WHEEL CHAIRS AVAILABLE 4)PRM PARKING AVAILABLE 5) Braille system in all the lifts 6)MAY I HELP YOU ASSISTANCE IN DEPARTURE AND ARRIVAL AREA	1)Easy access to checkin area, pre SHA area and till the boarding of aircraft 2)On priority boarding of passengers by concerned airlines 3) Tactile flooring available for providing easy guidance on movement through different areas in the airport 4)City side to onboard assistance being given by concerned airline 5)May I Help You Desk staff assistance available throughout the watch hours 6)Wheel chairs available in sufficient quantity 7)Seperate washrooms for PRM passengers available in all the areas of the airport	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
6	Vijayawada	16 Wheelchairs belonging to different airlines are available	Available	Available	No Moving chairs available	1. Tactile paving is provided for assistance of visually challenged persons 2. ensured availability of Wheelchairs with Airlines 3. RAMP has been created for easy movement of wheel chair 4. Ambu-lift has been available at vijayawada Airport for wheelchair transportation to Aircraft	All initiatives mentioned in point no.5 are eased the Air journey of disabled people and enable them to travel independently.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
7	Tirupati	Indigo Airlines - 11Nos Air India Airlines - 07Nos Spicejet Airlines -06Nos	Available	Available	No Moving chairs available	1)Accessible Route/ Approach. 2)Accessible Parking and drop off/pick-up point 3)Accessible Entrance to the Building. 4)Accessible Reception (Helpdesk). 5)Accessible Corridor/ Tactile Flooring. 6) Accessible lift with all features 7) Staircase with Handrails (Main passenger)	The disabled people being benefited by using facilities provided in Column 05.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
8	Hubli	2 Nos of wheelchairs are available	Available	Available	No Moving chairs available	Hubli Airport is equipped with all the facilities for disabled people such as Dedicated Parking, Pickup and Drop Points, Ramp at all locations, wheelchair facility, Disabled adapted accessible toilets, Tactile flooring, Dedicated seating	Disabled peoples are being benefited with the facilities such as Dedicated Parking, Pickup and Drop Points, Ramp, wheelchair facility, Disabled adapted accessible toilets, Tactile flooring, Dedicated seating arrangement etc.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
9	Tuticorin	M/s INDIGO Airlines- 06Nos.	Available	Available in Departure Area	Wheelchairs for disabled people are present in Tuticorin Airport provided by M/s INDIGO Airlines - 06 Nos.	Wheelchairs are provided , Dedicated Washrooms, Ramps for easy movement, Reserved passenger chairs, Tactile flooring, Priority in Security Check procedure , Reserved Car Parking slot, Dedicated Alighting Zone near Deparure Ramp, Signages etc.	Wheelchairs are provided , Dedicated Washrooms, Ramps for easy movement, Reserved passenger chairs, Tactile flooring, Priority in Security Check procedure , Reserved Car Parking slot, Dedicated Alighting Zone near Deparure Ramp , Signages etc.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.


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 हे.मु. द.वे., प्रचालन कार्यालय बंगलूरु / R.HQ. SR, Operational Offices Complex
 चेन्नई - 600 016 / Chennai Airport, Chennai-600016

10	Belgaum	4 RAMP & 4 CABIN WHEEL CHAIRS available with Airlines	Available	Available at departure and arrival	No Moving chairs available	one counter is placed at entry to departure area .air line operators provide one dedicated person near the counter in all shifts. Photo attached	separate vehicle parking for drop and pickup for disabled person close to the departure and arrival gate. Airline staff is available for any kind of assistance. One house keeping staff is dedicated for disabled toilet. Ramp and cabin wheel Chairs provided for boarding & deboarding.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
11	Agatti	AIASL (GHA) HAVING TWO MANUAL WHEELCHAIR + 01 CABIN WHEELCHAIR	Available	Available in security hold area	No Moving chairs available	3wheel chair, ramp and dedicated wash room.	Disabled people benefited by using wheel chair,ramp and dedicated wash room.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
12	Salem	One Wheel Chairs is available	Available	Available	No Moving chairs available	Two Accessible parking lots, Parking Signage with white on blue contrast, vertical parking signage, Signages ,	Two Accessible parking lots, Parking Signage with white on blue contrast, vertical parking signage, Signages ,	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
13	Cuddapah	4 wheelchairs are available	Available	Available	No Moving chairs available	1) Specific "Pick & Drop" is available in the Terminal Building. 2)Wheel Chairs are avialble for PwD 3)Ramps are available at the airport. 4)Separate toilets for PwD are available at the Airport.	1) Specific "Pick & Drop" is available in the Terminal Building. 2)Wheel Chairs are avialble for PwD 3)Ramps are available at the airport. 4)Separate toilets for PwD are available at the Airport.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
14	Mysore	<u>Ramp Wheel Chair</u> Indigo Airlines - 02 Alliance Air -02 Kamakshi MI Room - 01	Available	Available	No Moving chairs available	Guidelines under Accessible India Campaign are implimented such as 1. Construction of Ramps as per recommended standards. 2. Tactile Flooring inside Terminal Building. 3. Colored markings adjoining to Tactile Markings. 4. Installation of Braille incorporated buttons in the lift (Technical Building) 5. Construction of dedicated washrooms with alarm system for specially abled travellers as per recommended standards. 6. Demarcation of dedicated vehicle parking area for specially abled travellers.	Necessary Support is been extended during the travel from Airport.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
15	Puducherry	Airport having one Wheel chair	Available	Available	No Moving chairs available	In Arrival and Departure gate the ramp is there for disable persons.Separate Parking allotted in front of Terminal Building for Parking Vehicle of Disabled persons	1.Wheel chair Facility, 2.Separate Restrooms(5nos) available at SHA,Arrival,Departure, staff and Car Parking. 3.Separate Parking allotted in front of Terminal Building for Parking Vehicle of Disabled persons.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.


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 चेन्नई विमानतळ / Chennai Airport, Chennai-600 016

16	Rajahmundry	08 wheelchairs are available with Indigo Airlines	Available	Available	No Moving chairs available	Not Applicable	<p>1. Reserved Seating Arrangement is provided in Departure and SHA</p> <p>2. Priority Entry is there in Q-lines at the entrance to SHA and Departure gate</p> <p>3. Priority Treatment is given at Check-in Counter</p> <p>4. Tactile Flooring / Path is provided inside Terminal Building from CitySide</p> <p>5. Reserved Parking areas are earmarked in Vehicular Lane in front of Terminal Building and in Car Parking area</p>	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
17	Kalaburgi	Available - 3 No's	Available	Available	No Moving chairs available	Wheel Chair, Toilets, Ramp Available	Not Applicable	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.


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Annexure-1 Photos of ramp available at Southern region airports

1. Calicut



2. Coimbatore



3. Trichy




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சென்னை வானூர்தி நிலையம் (பிரிவார்த்தனம்) / Joint General Manager (Operations)
பாரதீய விமானநிலைய அமைச்சு / Airports Authority of India
ஹெ.யு. ஏ.ஓ. இயக்குகை அலுவலகம் / RHQ, SR, Operational Offices Complex
சென்னை வானூர்தி நிலையம், சென்னை - 600 016 / Chennai Airport, Chennai-600 016

4. Vizag



5. Madurai



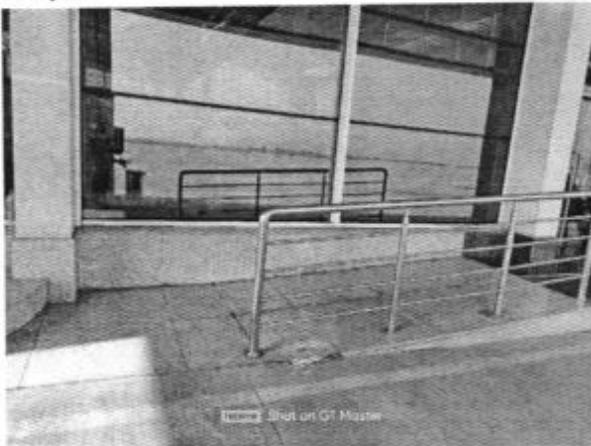
Rahul
16/3/23

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6. Vijayawada

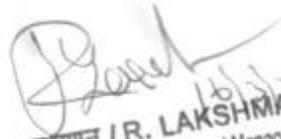


7. Tirupati

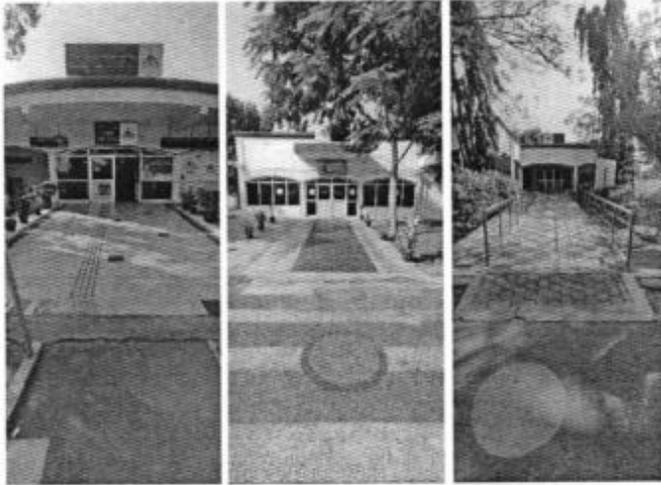


8. Hubli




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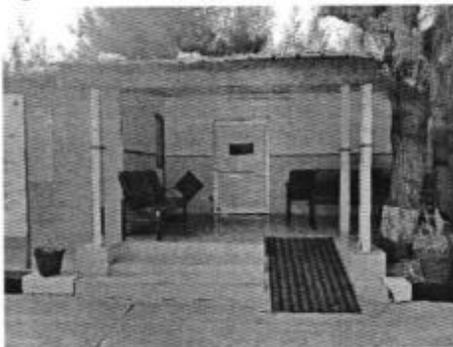
9. Tuticorin

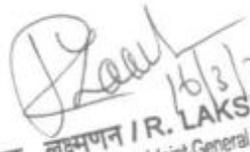


10. Belgaum



11. Agatti




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12. Salem

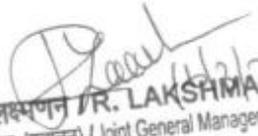


13. Kadapa

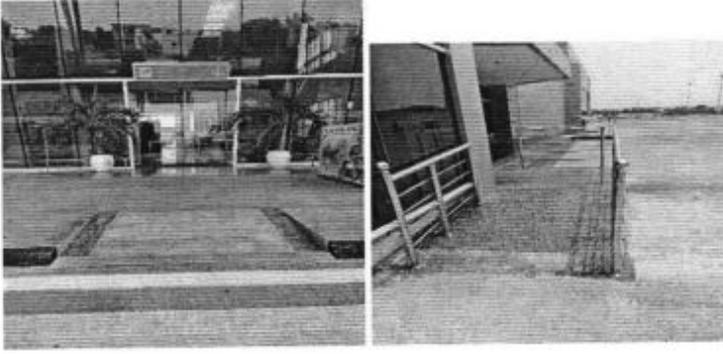


14. Mysore




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15. Puducherry



16. Rajahmundry



17. Kalaburagi



R. Lakshmanan
16/5/23

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