



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/23/00032 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. पणिक्कर / 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  
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भवदीय / Yours faithfully,

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

संलग्न/Encl.: यथोपरि/As above

Reply to RTI query from Shri. Dhiraj Kumar

S. No	Airport	1. How many Airports, National airports, international airports and others are operated (recognized) by the Government of India. Out of that, how many airports, national airports, international airports and others have wheelchairs available for disabled people. Available in what number? Kindly tell me with full details.	2. There is a provision of ramp for disabled people in all the Airports, National airports, international airports and others operated by the Government of India. If yes, please provide ramp photo. Kindly tell me with full details.	3. Disabled adapted accessible toilets are available in all airports operated by the Government of India, national airports, international airports and others. Kindly tell me with full details.	4. Moving chairs are available for disabled people in all airports, national airports, international airports and others operated by the Government of India. Kindly tell me with full details.	5. What kind of arrangements have been made for the compliance of the Disabled Rights Act 2016 in all the airports, national airports, international airports and others operated by the Government of India. Kindly give information.	6. How are the disabled people being benefited under all the airports, national airports, international airports and others operated by the Government of India. Kindly give information.	7. For the compliance of Sections 19, 20, 21, 22 and 23 of the Disabled Rights Act 2016, what kind of work has been done in all the airports, national airports, international airports and others operated by the Government
1	Calicut	AAI - 6; MI - Room - 2; AIASL - 16; Indo-Thal - 28; Indigo - 9; Spicejet - 12 Total: 73	Available	Available at departure and arrival	No Moving chairs available	Barrier free facilities provided for differently abled personnel are provided at Calicut International Airport. Facilities like Vehicle Drop Zone with Parking Signage for Divyangjans, Provision of Ramps, Reserved Seating Arrangements, accessible toilets with grab rails, Staircases with Hand rail extension, accessible lifts/elevators and self check-in kiosks with braille and audio assistance, accessible drinking water facility, Provision of ramps for bus boarding by Airlines, Aerobridges for hassle-free movement for passengers with reduced mobility.	Two nos, 'May I Help You counters' were set-up for providing assistance to senior citizens and persons with Disability for hassle-free movement through Airport and for providing information to them in coordination with concerned Airlines.	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.
2	Coimbatore	Air india - 20, Indigo - 20, Bird Airport Service - 14, Ganga Hospital - 1.	Available	Available	No Moving chairs available	Availability of the below facilities has been ensured: 1. Ramps 2. Designated Parking 3. Designated Washrooms 4. Tactile Flooring 5. May I Help You staff for assistance etc.	1. Ramps 2. Designated Parking 3. Designated Washrooms 4. Tactile Flooring 5. May I Help You staff for assistance 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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**श्री. लक्ष्मण / R. LAKSHMANAN**  
 Joint General Manager (Operational)  
 Airports Authority of India  
 Coimbatore Airport (RAI), Coimbatore, Karnataka  
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16/03/2023  
 17-0-257

3	Trichy	<p>Available.</p> <p>Total No. of Wheel Chairs - 32 Nos. Normal Wheel Chairs - 25 Nos. Cabin Wheel Chairs - 7 Nos.</p>	Available	Available	<p>1. Accessible Parking</p> <p>2. Accessible Route/Approach</p> <p>3. Accessible Entrance to the Building.</p> <p>4. Accessible Reception at Arrival and Departure (Help Desk)</p> <p>5. Check-in area</p> <p>6. Accessible Corridor</p> <p>7. Security Check</p> <p>8. Baggage Claim</p> <p>9. Seating Spaces</p> <p>10. Immigration and customs</p> <p>11. Tactile Ground Surface indicators</p> <p>12. Accessible lift</p> <p>13. Ramp</p> <p>14. Handrails</p> <p>15. Accessible Toilets</p> <p>16. Accessible Drinking Water Facility</p> <p>17. Signage</p> <p>18. Aerobridge and Ambulift</p> <p>19. Low Floor Buses</p>	<p>No Moving chairs available</p>	<p>1. Accessible Parking</p> <p>2. Accessible Route/Approach</p> <p>3. Accessible Entrance to the Building.</p> <p>4. Accessible Reception at Arrival and Departure (Help Desk)</p> <p>5. Check-in area</p> <p>6. Accessible Corridor</p> <p>7. Security Check</p> <p>8. Baggage Claim</p> <p>9. Seating Spaces</p> <p>10. Immigration and customs</p> <p>11. Tactile Ground Surface indicators</p> <p>12. Accessible lift</p> <p>13. Ramp</p> <p>14. Handrails</p> <p>15. Accessible Toilets</p> <p>16. Accessible Drinking Water Facility</p> <p>17. Signage</p> <p>18. Aerobridge and Ambulift</p> <p>19. Low Floor Buses</p>	<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 AAJ policy guidelines</p> <p>Sect 23: Grievances are being addressed through Public Grievance Officer.</p>
4	Vizag	<p>50 Wheel chairs available including all airlines and Airport operator</p>	Available	<p>1. Wheel chairs</p> <p>2. Differently abled washrooms at all places</p> <p>3. Ramp provision at every entry and exit points</p> <p>4. tactile flooring</p> <p>5. lifts</p> <p>6. Designated pick up and dropping points for PWD</p> <p>7. Accessible parking</p> <p>8. Accessible Reception ('May I help you' desks)</p> <p>9. Accessible check-in counter</p> <p>10. Designated Trolley bay</p>	<p>No Moving chairs available</p>	<p>1. Smooth and hassle free travel experience</p> <p>2. Top priority will be given for Disable persons at every where.</p>	<p>Section 19 to 22 : Complied as per AAJ policy guidelines</p> <p>Sect 23: Grievances are being addressed through Public Grievance Officer.</p>		

*[Handwritten Signature]*  
10/3/23

**श्री. लक्ष्मण / R. LAKSHMANAN**  
 Joint General Manager (Operational)  
 Joint General Manager (Operational) | Airports Authority of India  
 एअरपोर्ट्स ऑथॉरिटी ऑफ इंडिया | एअरपोर्ट्स ऑथॉरिटी ऑफ इंडिया  
 ६३-६४, एअर एरिया बिल्डिंग | एअर, स.ए.ओ. ऑफिस कॉम्प्लेक्स  
 चेन्नई एअरपोर्ट, चेन्नई - ६०००१६ | Chennai Airport, Chennai-६०००१६

5	Madurai	YES AVAILABLE TOTAL =38	Available	Available	No Moving chairs available	<p>1)Tactile flooring provided</p> <p>2)PRM WASHROOMS IN ALL AREAS</p> <p>3)SUFFICIENT NUMBER OF WHEEL CHAIRS AVAILABLE</p> <p>4)PRM PARKING AVAILABLE</p> <p>5) Braille system in all the lifts</p> <p>6)MAY I HELP YOU ASSISTANCE IN DEPARTURE AND ARRIVAL AREA</p>	<p>1)Easy access to checkin area, pre SHA area and till the boarding of aircraft</p> <p>2)On priority boarding of passengers by concerned airlines</p> <p>3) Tactile flooring available for providing easy guidance on movement through different areas in the airport</p> <p>4)City side to onboard assistance being given by concerned airline</p> <p>5)May I Help You Desk staff assistance available throughout the watch hours</p> <p>6)Wheel chairs available in sufficient quantity</p> <p>7)Separate washrooms for PRM passengers available in all the areas of the airport</p>	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	<p>1. Tactile paving is provided for assistance of visually challenged persons</p> <p>2. ensured availability of Wheelchairs with Airlines</p> <p>3. RAMP has been created for easy movement of wheel chair</p> <p>4. Ambu-lift has been available at vijayawada Airport for wheelchair transportation to Aircraft</p> <p>1)Accessible Route/ Approach.</p> <p>2)Accessible Parking and drop off/pick-up point</p> <p>3)Accessible Entrance to the Building.</p> <p>4)Accessible Reception (Helpdesk).</p> <p>5)Accessible Corridor/ Tactile Flooring.</p> <p>6) Accessible lift with all features</p>	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	<p>1)Accessible Route/ Approach.</p> <p>2)Accessible Parking and drop off/pick-up point</p> <p>3)Accessible Entrance to the Building.</p> <p>4)Accessible Reception (Helpdesk).</p> <p>5)Accessible Corridor/ Tactile Flooring.</p> <p>6) Accessible lift with all features</p> <p>7) Accessible washrooms.</p>	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	<p>1)Accessible Route/ Approach.</p> <p>2)Accessible Parking and drop off/pick-up point</p> <p>3)Accessible Entrance to the Building.</p> <p>4)Accessible Reception (Helpdesk).</p> <p>5)Accessible Corridor/ Tactile Flooring.</p> <p>6) Accessible lift with all features</p> <p>7) Accessible washrooms.</p>	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. Wheelchairs are provided ,	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.	<p>Dedicated Washrooms,</p> <p>Ramps for easy movement,</p> <p>Reserved passenger chairs,</p> <p>Tactile flooring,</p> <p>Priority in Security Check procedure ,</p> <p>Reserved Car Parking slot,</p> <p>Dedicated Alighting Zone near Departure Ramp , Signages etc.</p>	Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.	

  
**R. LAKSHMANAN**  
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 Airports Authority of India  
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 Madurai, Tamil Nadu - 625 006  
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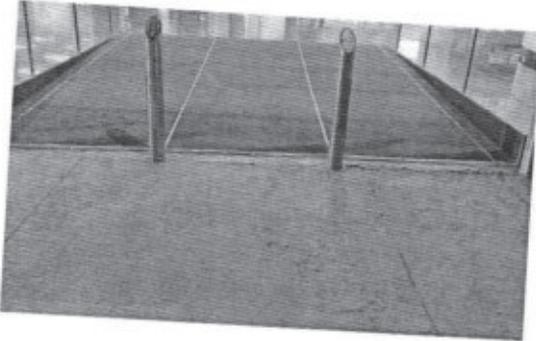
16	Rajahmundry	08 wheelchairs are available with Indigo Airlines	Available	Available	No Moving chairs available	Not Applicable	<p>1. Reserved Seating Arrangement is provided in Departure and SHA</p> <p>2. Priority Entry is there in Q-lines at the entrance to SHA and Departure gate.</p> <p>3. Priority 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>	<p>Section 19 to 22 : Complied as per AAI policy guidelines</p> <p>Sect 23: Grievances are being addressed through Public Grievance Officer.</p>
17	Kalahburg	Available - 3 No's	Available	Available	No Moving chairs available	Wheel Chair, Toilets, Ramp Available	<p>Not Applicable</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>

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16/11/23

**DR. R. R. LAKSHMANAN**  
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## Annexure-1 Photos of ramp available at Southern region airports

### 1. Calicut



### 2. Coimbatore



### 3. Trichy



  
**आर. लक्ष्मणन / R. LAKSHMANAN**  
संयुक्त महानगरपालिका (प्रशासन) / Joint General Manager (Operations)  
भारतीय विमानचलापन प्राधिकरण / Airports Authority of India  
वे.मु. ए.डी., अखिल भारतीय कार्यालय / RHO, SR, Operational Offices Complex  
चेन्नई एअरपोर्ट, चेन्नई - 600 016 / Chennai Airport, Chennai-600 016

4. Vizag



5. Madurai

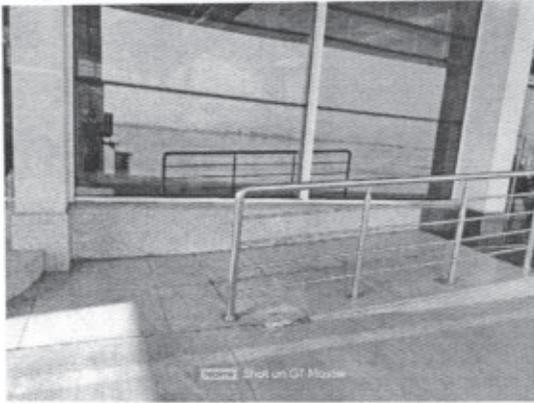


*Paul*  
16/3/23  
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चेन्नई एअरपोर्ट, चेन्नई - 600 016 / Chennai Airport, Chennai-600 016

6. Vijayawada

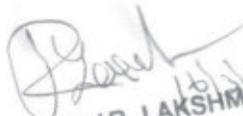


7. Tirupati

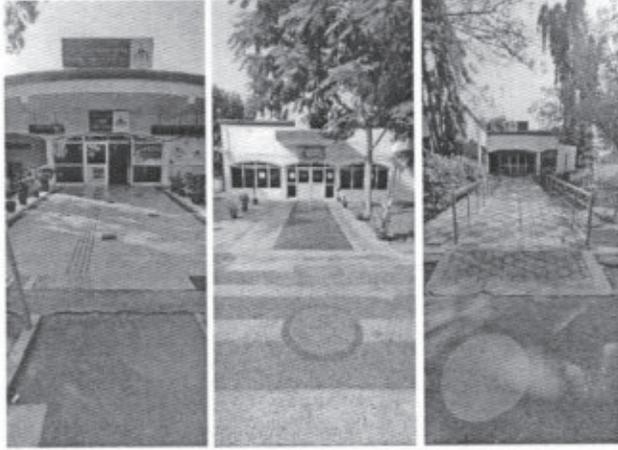


8. Hubli



  
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बे.पु., ए.बे., प्रचलन कार्यालय कॉम्प्लेक्स / R/HQ, SR, Operational Offices Complex  
चेन्नई अंतर्राष्ट्रीय, चेन्नई - 600 016 / Chennai Airport, Chennai - 600 016

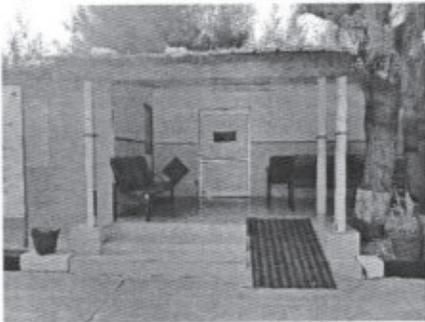
9. Tuticorin



10. Belgaum



11. Agatti

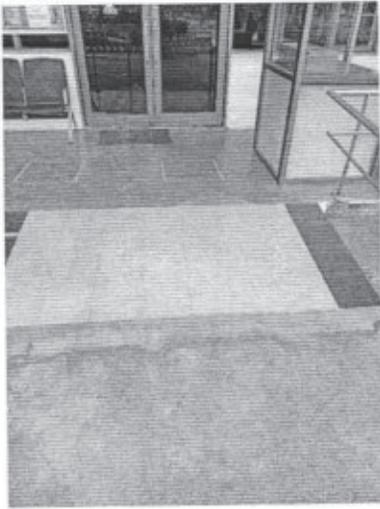


*Ravi*  
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बे.मु., द.प्र., प्रवहन कार्यालय कॉम्प्लेक्स / RHQ, SR, Operational Offices Complex  
चेन्नई हवाई अड्डा, चेन्नई - 600 016 / Chennai Airport, Chennai-600 016

12. Salem

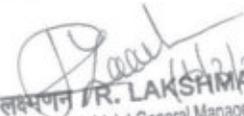


13. Kadapa

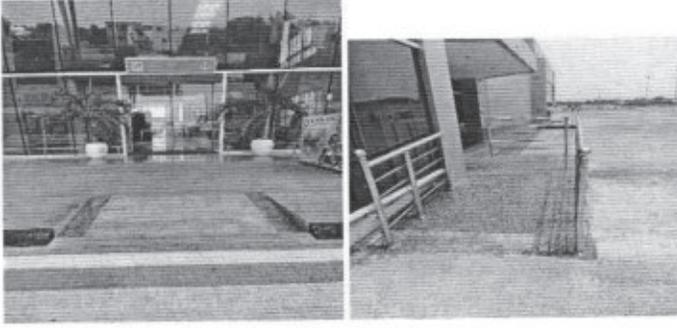


14. Mysore



  
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चेन्नई हवाई अड्डा, चेन्नई - 600 016 / Chennai Airport, Chennai-600 016

15. Puducherry



16. Rajahmundry



17. Kalaburagi



*R. Lakshmanan*  
10/1/23

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