



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/23/00037 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
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ई मेल / Email : redsr@aai.aero

भवदीय / Yours faithfully,

(वेंकटेश्वर 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. Available in what number? 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 tell me with full details.	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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16/03/23

श्री. लक्ष्मण / R. LAKSHMANAN
 Joint General Manager (Operational)
 Airports Authority of India
 Coimbatore Airport
 Coimbatore
 405 005

16/03/23
170-RTI

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 AAJ 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 	<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
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 Joint General Manager (Operational) / Joint General Authority of India
 एअर पोर्ट्स ऑथॉरिटी ऑफ इंडिया / Airport Authority of India
 ऑपरेशनल ऑफिस / Operational Office Complex
 ६३-६४, एअर पोर्ट्स रोड / 63-64, Airport Road, Chennai-600016
 चेन्नई एअरपोर्ट, चेन्नई - 600016 | Chennai Airport, Chennai-600016

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	10 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>	<p>All initiatives mentioned in point no.5 are eased the Air journey of disabled people and enable them to travel independently.</p>	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) Separate washrooms for PRM passengers</p>	<p>The disabled people being benefited by using facilities provided in Column 05.</p>	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) Separate washrooms for PRM passengers</p>	<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.</p>	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>	<p>Section 19 to 22 : Complied as per AAI policy guidelines Sect 23: Grievances are being addressed through Public Grievance Officer.</p>	


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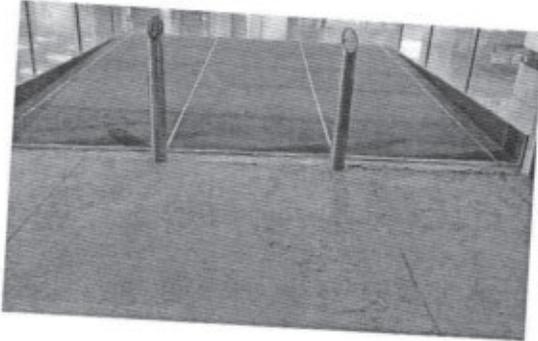
16	Rajahmundry	08 wheelchairs are available with Indigo Airlines	Available	Available	No Moving chairs available	Not Applicable	1. Reserved Seating Arrangement is provided in Departure and SHA 2. Priority Entry is there in Q-lines at the entrance to SHA and Departure gate. 3. Priority Treatment is given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

(Signature)
11/11/23

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 (Deputy Director)
 Director, Grievance Redressal Cell
 Airport Authority of India
 Civil Aviation Building, 1st Floor, Airport
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 Tel: 0873 2611111 Fax: 0873 2611112
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Annexure-1 Photos of ramp available at Southern region airports

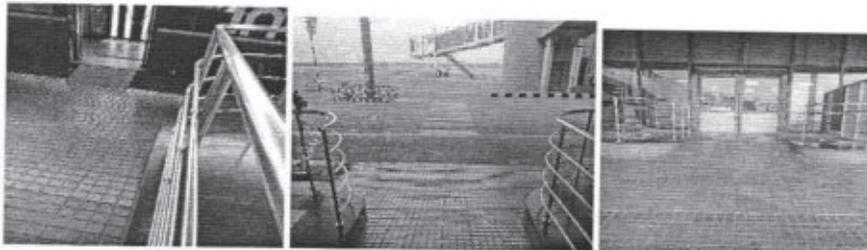
1. Calicut



2. Coimbatore



3. Trichy




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वे.मु. ए.ओ., अखिल भारतीय कार्यालय / RHO, SR, Operational Offices Complex
चेन्नई एअरपोर्ट, चेन्नई - 600 016 / Chennai Airport, Chennai-600 016

4. Vizag



5. Madurai

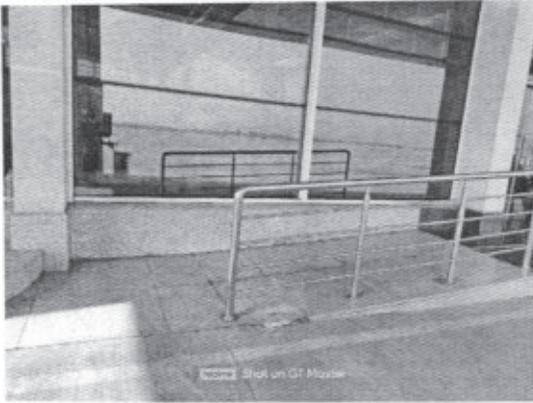


Paul
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6. Vijayawada

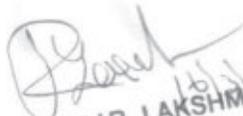


7. Tirupati

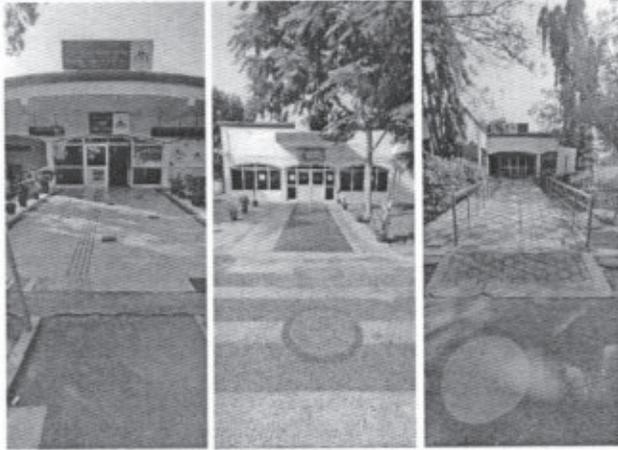


8. Hubli

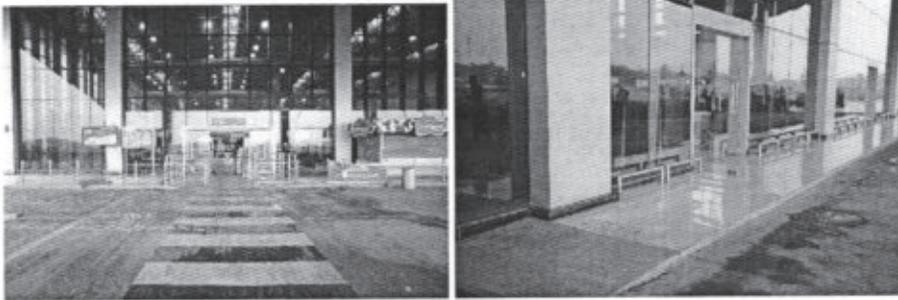



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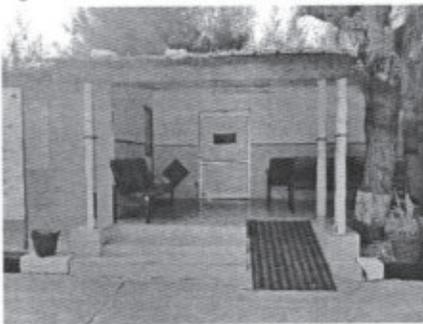
9. Tuticorin



10. Belgaum



11. Agatti

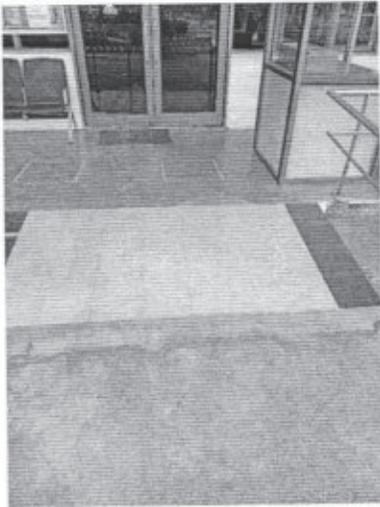



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12. Salem

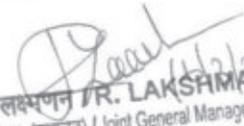


13. Kadapa

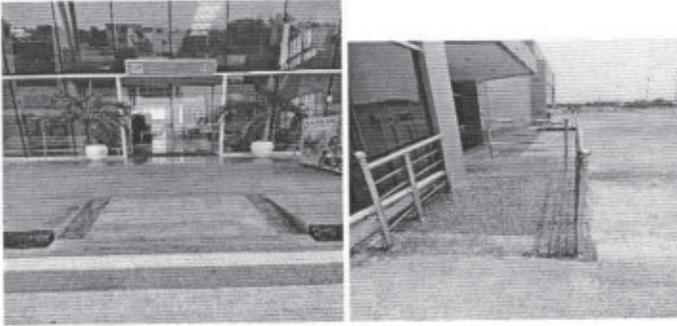


14. Mysore




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15. Puducherry



16. Rajahmundry



17. Kalaburagi



R. Lakshmanan
10/1/23

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