



## न्यायालय मुख्य आयुक्त

**COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)**

दिव्यांगजन सशक्तिकरण विभाग / Department of Empowerment of Persons with Disabilities (Divyangjan)

सामाजिक न्याय और अधिकारिता मंत्रालय / Ministry of Social Justice and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15151/1101/24

Dated: 23/12/2025

## Postponement / Rescheduling of Hearing

## **In the matter of-**

Swarnalatha J ...Complainant

## Versus

## The Nodal,

Officer Indigo Upper Ground Floor,

Thapar House Gate No 2,

Western Wing, 124 Janpath,

New Delhi ...Respondent No. 1

The Chairman,

Airport Authority of India

Rajiv Gandhi Bhavan,

## Safdarjung Airport, New Delhi ...Respondent No. 2

## The Director General of Civil Aviation,

## Office of the Director General of Civil Aviation,

## Technical Centre,

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275  
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075; Tele# 011-20892364,  
20892275

E-mail: ccpd@nic.in; Website: [www.ccdisabilities.nic.in](http://www.ccdisabilities.nic.in)

(पया भविष्य मे पंत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे) :

(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

**COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)**

दिव्यांगजन सशक्तिकरण विभाग / Department of Empowerment of Persons with Disabilities (Divyangjan)

सामाजिक न्याय और अधिकारिता मंत्रालय / Ministry of Social Justice and Empowerment

भारत सरकार/ Government of India

**Case No.** CCPD/15151/1101/24

**Dated:** 23/12/2025

Opposite: Safdarjung Airport Aurobindo Marg,

New Delhi

**...Respondent No. 3**

**RECORD OF PROCEEDING**

**1. Hearing (II):** A hearing in hybrid mode (online/offline) was conducted on **19.12.2025**. The following parties/representatives were present during the hearing:

<b>Sl. No.</b>	<b>Name and Designation of the Party/Representative</b>	<b>Parties</b>	<b>Mode</b>
1.	Swarnalatha J	Complainant	Online
2.	Sajay Dularey, GM Operations , Airport Authority of India	Respondent No.2	Online
2.	Adv. Sagarika Santosh Srivastava, Indigo Airlines.	Respondent No.1	Online

**2. Proceedings of the hearing:**

2.1 At the outset, the complainant submitted that she faced severe hardship, humiliation and safety risks while travelling on an IndiGo flight. The flight was delayed and cancelled. The staff denied assistance and showed insensitive treatment towards her. There was lack of accessible facilities which caused repeated injuries as cabin was non-compliant to wheelchair. She sought directions for compliance with DGCA disability guidelines, provision of safe equipment, dignified assistance, accessible facilities, and staff sensitisation.

2.3 AAI representatives submitted that the incident occurred at a private airport and on a private airline regulated by DGCA, and that AAI has no regulatory role. The Commissioner noted the seriousness of the issue and directed AAI to place its stand in writing.

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275

5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075; Tele# 011-20892364,  
20892275

E-mail: [ccpd@nic.in](mailto:ccpd@nic.in); Website: [www.ccdisabilities.nic.in](http://www.ccdisabilities.nic.in)

(पर्याय भविष्य में पंत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)



न्यायालय मुख्य आयुक्त

**COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)**

दिव्यांगजन सशक्तिकरण विभाग / Department of Empowerment of Persons with Disabilities (Divyangjan)

सामाजिक न्याय और अधिकारिता मंत्रालय / Ministry of Social Justice and Empowerment

भारत सरकार/ Government of India

**Case No.** CCPD/15151/1101/24

**Dated:** 23/12/2025

2.4 The Court recorded concern over the initial absence of IndiGo Airlines and DGCA. Upon later appearance, IndiGo sought adjournment, which was declined. The Commissioner emphasized that responsibility rests with the institution and that repeated absence or adjournments in matters concerning the dignity and safety of persons with disabilities are unacceptable.

2.5 A final opportunity was granted, the Court recommended IndiGo Airlines to ensure the appearance of a responsible authority on the next date of hearing i.e. **19.12.2025** without seeking further adjournment.

2.6 This is issued with approval of the Commissioner for Persons with Disabilities.

**Yours faithfully,**

**(Praveen Prakash Ambashta)**  
**Dy. Chief Commissioner**

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नॉ. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275

5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075; Tele# 011-20892364,  
20892275

E-mail: [ccpd@nic.in](mailto:ccpd@nic.in); Website: [www.ccdisabilities.nic.in](http://www.ccdisabilities.nic.in)

(पर्याय भविष्य में पंत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखें)

(Please quote the above file/case number in future correspondence)