सत्यमेव जयते
न्यायालय मुख्य आयुक्त दिव्यांगजन
COURT OF THE 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 & Empowerment
भारत सरकार/Government of India
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Case No. 13732/1102/2023

In the matter of-

Shri Amar Jain **…Complainant**

Versus

The Director General of Civil Aviation,
Office of the Director General of Civil Aviation,
Technical Centre, **…Respondent No.1**

The Secretary, Ministry of Civil Aviation **…Respondent No.2**

RECORD OF PROCEEDINGS

1. Hearing (IV): A hearing was conducted on 03.06.2026 in hybrid mode and following parties were present:

Sl. No.	Name and Designation of the Party/Representative	Parties	Mode
1.	Shri Amar Jain	Complainant	Online
2.	Shri Amit Gupta, Deputy Director General, DGCA.	Respondent No. 1	Online

2.1 The representative of Respondent No. 1 submitted that a revised Civil Aviation Requirement (CAR) incorporating accessibility-related provisions had been issued and that a comprehensive reply addressing the issues raised by the Complainant was under approval and would be filed shortly.

2.2 The Complainant submitted that the principal grievances continued to remain unresolved, namely, (i) absence of an option on airline/travel portals and mobile applications to indicate disability-related assistance requirements at the time of booking, (ii) difficulties in web check-in and seat selection after seeking assistance, and (iii) accessibility concerns relating to Digi Yatra.

2.3 The parties thus differed on the actual implementation and effectiveness of the accessibility measures, notwithstanding the revised regulatory provisions.

2.4. The Court observed that mere issuance of regulatory provisions cannot constitute compliance unless accessibility is effectively implemented in practice. In view of the divergent submissions, DGCA is recommended to convene a Joint meeting, including: (i) the Complainant, (ii) a representative from DGCA (iii) a representative from the Ministry of Civil Aviation. The Joint meeting shall undertake a practical assessment of the accessibility concerns raised by the Complainant, including, inter alia, the ticket-booking process, facility for indicating disability-related assistance requirements, web check-in and seat-selection process, and accessibility of relevant digital aviation platforms, including Digi Yatra. Following the joint meeting, a joint report shall be submitted before this Court, within **15 days**. In case consensus is not reached on any issue, the concerned parties may submit separate reports clearly indicating:

(a) the areas of compliance and non-compliance;
(b) the accessibility barriers identified;
(c) the corrective measures proposed; and
(d) specific timelines for implementation.

2.5. The DGCA shall facilitate the Complainant's participation, including reimbursement of travelling expenses and suitable refreshments.

2.6. The Court has taken serious view of the continued absence of Respondent No. 2, Ministry of Civil Aviation, despite due notice and opportunities. The issues involved concern important policy, regulatory and accessibility matters affecting the rights of persons with disabilities in the civil aviation sector and, therefore, require the active participation of the Ministry. The Respondent No. 2 is accordingly recommended to ensure the presence, on the next date of hearing, of a responsible and duly authorised officer who is competent to assist this Court and participate meaningfully in the resolution of the issues involved.

2.7. Further, Respondent No. 1 is suggested to proceed with the aforesaid joint meeting without awaiting any further communication from this Court, within the stipulated period, and to ensure that all relevant stakeholders are duly invited.

Digitally signed by
Ipsita Mitra
Date: 14-10-2026
17:21:51

(Ipsita Mitra)
Dy. Chief Commissioner