

DOC: FACILITATION PLAN & GUIDELINES FOR PERSONS WITH DISABILITY (PwD)

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Mumbai International Airport Pvt. Ltd.

QUALITY & CUSTOMER CARE

DOCUMENT

FACILITATION PLAN & GUIDELINES FOR PERSONS WITH DISABILITY [PwD]

MIAL/QCC/DOC/02/00

Approved and Updated as on 15/07/2016

Note: This document states overall policy for handling PwDs at CSIA; specific details like contact numbers, facilities are periodically updated on CSIA website under "special assistance" tab and other sections as relevant.

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1. PURPOSE

The purpose is to document MIAL's commitment towards the accessibility of Chhatrapati Shivaji International Airport amenities and facilities for Persons with disabilities. (PwD's)

2. SCOPE

All the passengers and visitors accessing the CSIA terminals are covered under the scope of this document.

3. OBJECTIVE

The objective of this document is to define procedure and implement the requirements to ensure PwD's rights as per Civil Aviation Requirements (CAR).

4. DEFINITIONS

Various types of disabilities which have been considered while preparing this document are broadly classified in to four categories and are defined as below:

- 4.1 Non-Ambulatory:** Impairments that, regardless of cause or manifestations, for all practical purposes, confine individuals to wheels and chairs.
- 4.2 Semi-Ambulatory:** Impairments that cause individuals to walk with difficulty or insecurity. Individual using braces or crutches, amputees, arthritics, spastics and those with pulmonary and cardiac ills may be semi-ambulatory.
- 4.3 Sight:** Total blindness or impairments affecting sight to the extent that the individual functioning in public area is insecure or exposed to danger.
- 4.4 Hearing:** Deafness or hearing handicaps that might make an individual functioning in public area is insecure because he is unable to communicate or hear warning signals.

5. ABBREVIATIONS

MIAL-	Mumbai International Airport Private Limited
CAR-	Civil Aviation Requirements
PwD-	Person with Disability
CSIA-	Chhatrapati Shivaji International Airport
BCAS-	Bureau of Civil Aviation Security

6. PROCEDURE

6.1 Prior to Arrival

Prior preparation and advance notification of special requirements ensures airlines and agencies are responsive to the needs of their passengers. In order to ensure the highest level of service is provided, passengers are advised to communicate any special requirements to their airline with sufficient notice at the time of reservation.

Information to be communicated may include:

- Presence of temporary or permanent impairment resulting in limited mobility
- The requirement for assistance with luggage
- Limitations of stamina,
- Reliance on a mobility aid or assistance animal,
- Partial or complete loss of sight or hearing,
- Difficulty interpreting information,
- Whether the passenger will be travelling independently.

Such information will enable the airline or agency to make any necessary arrangements to ensure appropriate assistance is available at the airport upon check-in, or arrival. Each airline has varying guidelines and procedures in place for providing assistance to passengers with disabilities. MIAL recommends contacting the airline directly regarding the specific circumstances. Airlines and other agencies contact details are available on <http://csia.in>.

6.2 Kerbside Processes

Passengers may arrive at CSIA Airport by car, public transport or taxi. For assistance to PwD's MIAL has provided Help Phones at various locations of the kerbside with contact number of the Airlines displayed over them.

The list of help phones (both Kerbside and in the terminal building) with locations is provided in **Annexure I**.

Note: MIAL has provided dedicated parking spaces for PwDs at various levels of the MLCP. The allocation of parking spaces is given below

Table 1: Parking Allotment for PwDs-TERMINAL 2

PARKING LEVEL	No. of Parking spaces on East Side	No. of Parking spaces on West Side
P1	06	06
P2	06	06
P3	06	06
P4	02	04
P5	02	02
P6	02	02
P7	02	02
P8	02	02
P9	02	02
Grand Total	62 Nos.	

6.3 Additional Information

The CSIA website is a valuable resource for travellers with disabilities, offering important information regarding the facilities, services and resources available.

6.4 Security Screening

The purpose of aviation screening is to protect passengers, airline crew, aircraft from unlawful acts and behaviors. Standard methods and procedures are required to identify and detect weapons, explosives or other dangerous items, which may be used unlawfully.

6.4.1 Screening Procedure for PwDs.

All departing passengers and assistance animals are subject to security screening prior to entering a sterile area and boarding aircraft, and passengers must keep track of their belongings during the screening process. It is recommended that valuables such as wallets, passports, jewellery and cameras be placed in hand luggage before reaching the screening point.

Bureau of Civil Aviation Security (BCAS) has issued procedure for screening of passengers and carryon baggage vide **Circular No. 23/2005**. The procedure for screening of persons with special needs including differently - abled passengers and passengers with medical condition, has been described in the said circular. Following are the guidelines for screening of such passengers and devices, appliances and carryons pertaining to them.

➤ **Screening of passengers who use wheel chair or scooters (i.e. self driven wheel chair)**

- a. When a passenger arrives at a screening point in a wheel chair / scooter, he/she must be accompanied either by another travelling passenger or an airline representative (including GHA of the airline) before he proceeds through security. The accompanying passenger or the airline representative is responsible for the passenger throughout the whole process of screening.
- b. If a passenger arrives at a screening point in a wheelchair and he/she is not accompanied by another travelling passenger or an airline representative, the Airlines Customer Service should be contacted for assistance.
- c. At the screening point, depending upon the ability of the passenger to walk, he/she will be requested to walk through the DFMD unaided. If he/she cannot walk, it is the responsibility of the accompanying travelling passenger or the Airline Representative to push the passenger in the wheelchair unless it is self driven.
- d. In accordance with Airlines policy, there may also be non travelling support personnel in attendance to board the aircraft and lift the passenger into his/ her seat. This support person must be accompanied by the airline representative.
- e. If there is a requirement for the passenger to be lifted at the screening point, the support person or the airline representative will perform the lifting for the passenger.
- f. The support person will be escorted by an Airline representative at the time of boarding/ disembarkation.
- g. If the passenger can stand but cannot walk, he/she can be screened by undergoing a pat-down while he/she stands beside the wheelchair or scooter.

- h.** If a passenger cannot stand, he/she should be offered a chair for screening and subjected to a pat-down thereafter.
 - i.** If there is an alarm by the DFMD, HHMD or other technology, the same must be resolved. If the alarm cannot be resolved, the passenger will not be permitted beyond the checkpoint.
 - j.** The passenger's wheelchair or scooter will be inspected, including the seat cushions and any pouches/ pockets. It will be tested for traces of explosives. Removable pouches will be x-ray screened.
 - k.** Any carryon bag or document with the wheelchair passenger shall be passed through the x-ray screening.
 - l.** If a person objects to proceeding through the DFMD on justified medical or other ground, he/ she will be allowed passage through alternative way by the frisking officer and then subjected to screening by pat down search and HHMD where permissible.
 - m.** If a person refuses to undergo screening, the frisking officer will inform the supervisor, who will direct what further action is to be taken. The concerned passenger will not be allowed entry past the screening point.
 - n.** Only when satisfied that a person is not carrying any prohibited or dangerous article, the screening officer shall allow the person to proceed beyond the screening point.
- **Screening of passenger with prosthetics**
- a.** During screening of prosthetics ASG/APSU may use X-ray. ETD and visual check depending on the circumstances.
 - b.** The passenger should inform the ASG/APSU of the existence of a prosthetic, his or her ability and of any need for assistance before screening begins. Passengers can use Notification Card to communicate discreetly with security officers. However, showing this card or other medical documentation will not exempt a passenger from additional screening when necessary.

- c. Dignity and privacy of the passengers should be borne in mind during the entire process of security screening. Where the officer needs to see the prosthetic, care should be taken against exposing any sensitive areas. ASG/APSU will also use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.
 - d. Passenger with prosthetics or braces/support appliances must be accompanied by an airline representative, preferable of the same gender as the passenger.
 - e. The staff of airline and any other accompanying person shall be frisked and checked before allowing them access to the passenger with prosthetics at the screening point.
 - f. The passenger will first pass through the DFMD and necessary security checks.
 - g. The passenger should then be taken to a private screening point and made to sit comfortably. He/she will receive additional screening including a pat-down. If necessary, screening through ETD trace will be adopted. While dealing with prosthetic device and during taking off and putting on of clothes, privacy of the passenger should be maintained.
 - h. Screening of the prosthetic appliance will include x-ray screening, ETD detection and visual inspection. During visual inspection, care should be taken that sensitive parts are not exposed.
 - i. The screening in the private screening area will be carried out by two officials, one to handle to HHMD and pat-down and the other to inspect the prosthetics, braces and support appliance and subject them to additional screening.
- **Screening of passengers who cannot remove shoes, medical device or bandages**
- a. Passengers who cannot remove their shoes due to a medical condition should inform the supervisor, SHA before screening.

- b.** Passenger can be screened using DFMD and/ or a whole-body pat- down.
- c.** The shoes may be subjected to additional screening like ETD, etc.
- d.** Passengers can be screened without disconnecting external medical devices and submitting them for x-ray. Such devices include Insulin pumps, Hearing aids, Cochlear implants, Spinal stimulators, Bone growth stimulators and Ostomies.
- e.** Under most circumstances, a passenger can conduct a self pat-down of these devices followed by ETD screening of his/ her hands.
- f.** The devices should also be physically checked against any outside interference in the manufacturing.
- g.** Casts, braces and support appliances will be thoroughly inspected without exposing sensitive areas as far as possible. ETD screening will also be used to test for traces of explosive materials, where possible.
- h.** In case of bandages and/ or dressing, while caution will be observed during pat-down, it needs to be ensured that the covered area is free of threat item. Metal detector, observation and self pat-down followed by ETD checks may suffice in most cases.
- i.** Passengers with metal implants will be subjected to a thorough pat-down, and the metal alarm should be resolved satisfactorily. The full body pat down should include the following:
 - It should concentrate on upper legs and torso.
 - Special attention should be given to the chest and abdomen areas of the body.
 - Particular focus should be on any skin surface abnormalities or wires or tubes exiting the body that may be signs of an implanted device.
 -
- j.** In accordance with BCAS Memo. No. CAS (32)/ 2009/ DIV III B (SA Kolkata) dated 5.9.2010; all Airport Operators shall display a board near SHA in a prominent way stating that

DFMD/ HHMD are safe for pacemaker and for pregnant ladies.

➤ **Screening of passengers with service animals:**

If the passenger has a service animal, the instructions issued by AVSEC circular no. 6/2001 shall be implemented. If the service animal is permitted to be carried on board the following instructions shall be followed:

- a. The animal must be wearing a harness, vest, or other identifier that it is a service animal.
- b. The passenger must maintain control of the animal at all times.
- c. He or she should not be separated from the service animal.
- d. The screening officer should ask for permission of the passenger before touching the animal.
- e. Service animals are screened using walk through metal detector followed by a pat down. There are three options:
 - The service animal goes first and the passenger follows holding the leash.
 - The passenger goes first holding the leash and the service animal follows.
 - The passenger and the service animal go together.
- f. Regardless of who goes through the metal detector first, the screening officer will perform a physical inspection of the animal and its belongings (collar, harness, leash, backpack, vest etc.).The belongings will not be removed from the animal.
- g. The passenger should not make contact with service animal (other than maintain control of the leash) until the animal has been cleared.
- h. Medication for serving animals will be subjected to X-ray and other screening, if required, separately. These also should be separated from other items in the passenger carry-on.

➤ **Ambulance Passengers**

Due to exigencies of their exceptional medical conditions/ illness, some passengers are directly taken through the security gates to the aircraft for boarding. In such cases, as far as possible, the airport operator/ airline should provide its own ambulance.

- a. The passenger and all occupants of the vehicle should be subjected to a pre embarkation security check at the security gate by the ASG/ APSU staff under the supervision of an officer not below the rank of an Inspector. The ambulance should be permitted to proceed to the aircraft only after this check has been completed.
- b. In case the ambulance is privately owned or hospital provided, it must be led by "follow me" vehicle of the airport operator. The ASG/ APSU staff shall check to ensure that the vehicles do not carry anything objectionable and are not being accompanied by unauthorized persons or persons who have no need to be in the vehicles. Such ambulance will be escorted by ASG/APSU staff.
- c. All occupants of the vehicles, unless exempted, must be screened at the gate before allowing entry into the airport.
- d. The movement of the ambulance should be coordinated well in advance by the airline operator with CASO and airport operator.

➤ **Screening of medication and associated supplies**

- a. All medications and associated supplies (i.e., syringes, sharps disposal container, pens, infusers etc.) are allowed through the checkpoint only after they have been screened.
- b. Medication and related supplies are normally X-rayed.
- c. Passengers have the option of requesting a visual inspection of medications and associated supplies with due reason.
- d. Any medication that cannot be cleared visually must be submitted for X-ray screening.

- e. BCAS has issued detailed guidelines regarding carriage of liquids, aerosols and gels (LAGs) on board vide **AVSEC Circular No. 18/ 2006**. Medically necessary LAGs are permitted in excess of 100 ml on need basis after they have been screened. These items are subject to additional screening through visual inspection and ETD swipe, if necessary.
- f. If a passenger has medically necessary LAGs, he or she needs to :
 - Limit the amount to what is reasonably necessary for the itinerary;
 - Separate these items from the other LAGs;
 - Declare the items; and,
 - Present these items for additional inspection on reaching the security check point.

➤ **X-ray screening of respiratory equipment**

- a. Supplemental oxygen and other respiratory related equipment are permitted through the checkpoint once they have been screened. This is subject to DGCA regulations also.
- b. If a passenger can disconnect from the oxygen, the oxygen container will undergo X- ray screening.
- c. Passengers who cannot disconnect from respiratory equipment will be screened by undergoing a pat down.
- d. Respiratory equipment that is not X- rayed will be visually and physically inspected, and will be subject to ETD screening.

6.4.2 Prohibited Items

The following items that are banned for carriage on person/hand baggage on board flights operating from civil airports in India; and Indian Registered aircrafts from foreign airports :

➤ **Personal Items**

- Lighters
- Scissors-metal with pointed tips
- Realistic replica of toy weapon

➤ **Sharp Objects**

- Box Cutters
- Ice Axes/ Ice Picks
- Knives (any length and type except round-bladed, butter, and plastic cutlery) Meat Cleavers
- Razor-Type Blades such as box cutters
- Utility knives,
- Razor blades not in a cartridge, but excluding safety razors
- Sabers
- Scissors – metal with pointed tips
- Sword

➤ **Sporting Goods**

- Baseball Bats
- Bows and Arrows
- Cricket Bats
- Golf Clubs
- Hockey Sticks
- Lacrosse Sticks
- Pool Cues
- Ski Poles
- Spear Guns

➤ **Guns and Firearms**

- Ammunition
- BB guns
- Compressed Air Guns
- Firearms
- Flare Guns
- Gun Lighters
- Gun Powder
- Parts of Guns and Firearms
- Pellet Guns
- Realistic Replicas of Firearms
- Starter pistols

➤ **Tools**

- Axes and hatchets
- Cattle Prods
- Crowbars
- Hammers

- Drills (including cordless portables power drills)
- Saws (including cordless portable power saws)
- Screwdrivers (except those in eyeglass repair kits)
- Tools (including but not limited to wrenches and pliers)
- Wrenches and Pliers

➤ **Martial Arts / Self Defense Items**

- Billy Clubs
- Black Jacks
- Brass Knuckles
- Kubatons
- Mace/ Pepper Spray
- Martial Arts Weapons
- Night Sticks
- Nunchakus
- Martial Arts/ Self Defense Items
- Stun Guns/ Shocking Devices
- Throwing Stars

➤ **Explosive Materials**

- Blasting Caps
- Dynamite
- Fireworks
- Flares (in any form)
- Hand Grenades
- Plastic Explosives
- Realistic Replicas of Explosives

➤ **Flammable items**

- Liquid/Aerosol/Gel/Paste or items of similar consistency (Allowed separately, in small quantities required for the duration of journey, in one clear transparent re-sealable one liter size plastic bag. Each item should, however, not exceed 100 ml in quantity).

Exception: Medicine/inhaler accompanied by prescription and baby food.

- Fuels (Including cooking fuels and any flammable liquid fuel)
- Gasoline
- Gas Torches
- Lighter Fluid
- Strike-anywhere Matches
- Turpentine and paint Thinner
- Realistic Replicas of Incendiaries

➤ **Disabling Chemicals and other Dangerous Items**

- Chlorine for Pools and Spas
- Compressed Gas Cylinders (including fire extinguishers)
- Liquid Bleach
- Spillable Batteries (except those in wheelchairs)
- Spray Paint
- Tear Gas

Note: The above mentioned are only indicative lists of items. Commonsense, however, shall prevail in assessing whether an object can be used as a weapon for committing any act of unlawful interference with civil aviation operations.

6.5 Airport Terminals

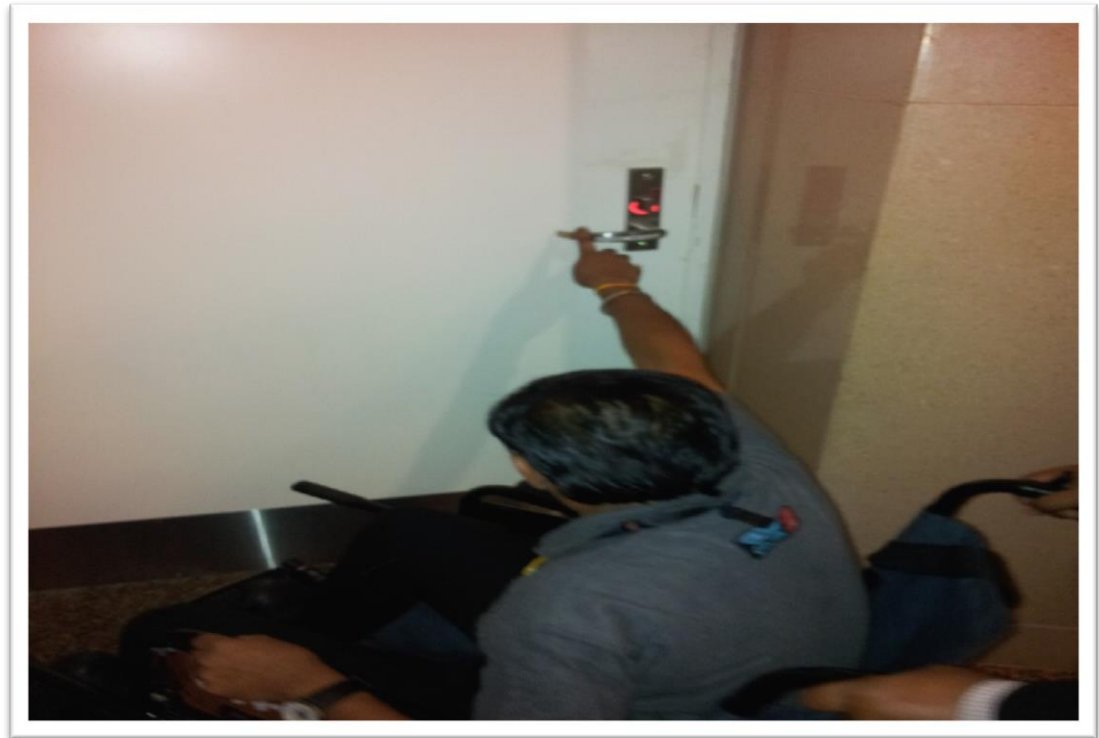
MIAL aims to provide facilities that are accessible to all members of the community. This commitment extends beyond the terminal buildings to car parks and transport drop-off and pick- up areas.

Accessible Lifts are provided at both the International and domestic terminals for assistance of disabled passengers.

Following is the detailed description of the services/amenities provided for ease of the disabled passengers inside the Terminal building:



PIC 1: LIFTS WITH BRAILE AND AUDITORY SYMBOLS



PIC 2: DOORS WITH ACCESSIBLE LATCH

Check-in:

Passengers are advised to allow ample time prior to flight departure to process through check-in, security screening points and immigration. Generally, check-in counters for international flights open 3 hours prior to departure, and 1.5 hours for domestic flights.

Self Check-in:

Self check in Kiosks has been installed at various locations in the terminal, which provide an alternative check in option. These Self Check in kiosks have been configured to facilitate access by all. Refer to the **Pic 4** below:



PIC 4: ACCESSIBLE SELF CHECK IN KIOSKS

RAMPS:

At CSIA, ramps are available for seamless movement of wheelchairs. Clams too are made available for passengers with special needs.

Ramps are available at:

Terminal 1B – Outside Departure & Arrival Gates

Terminal 2 - Outside Departure and Arrival Gates.



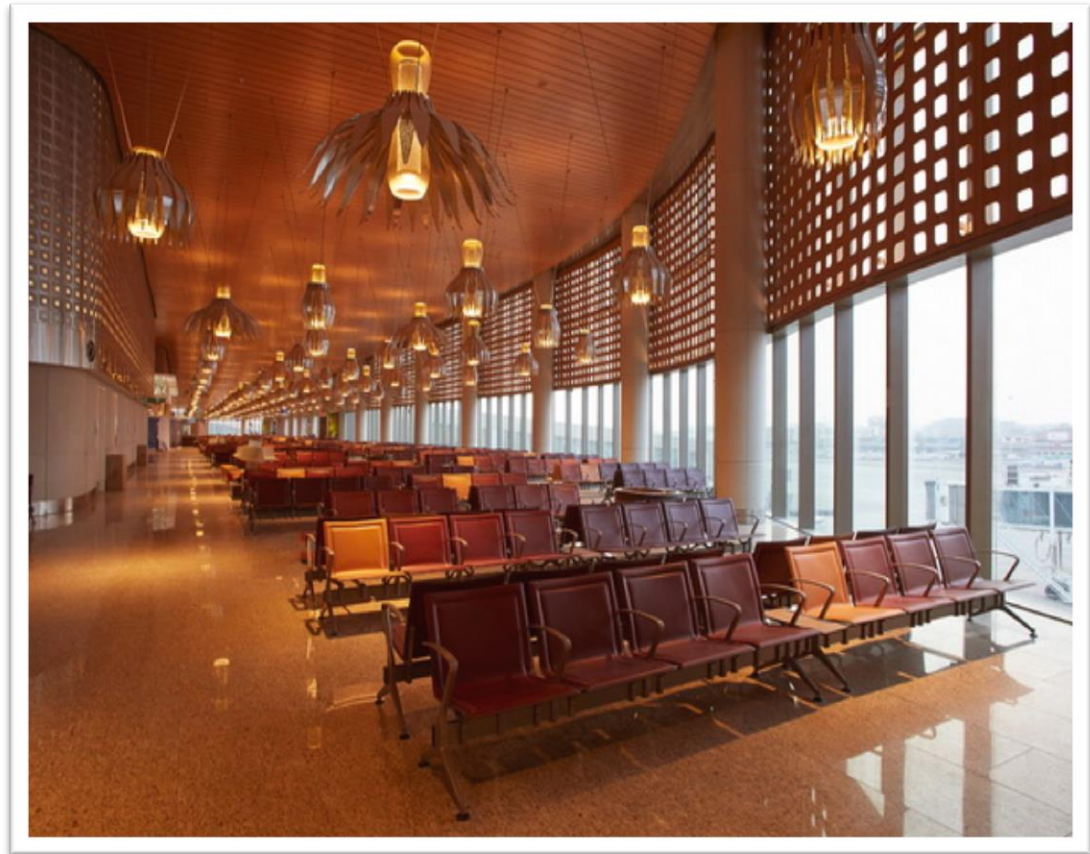
PIC 5: RAMPS NEAR TERMINAL GATES

Help Phones & Pay Phones: (Insert Pics)

Special help phones for any assistance have been provided. These phones have button on them in Brail indicating "Information". In addition to this there is adequate number of payphones and International SIM card providers available for the convenience of the passengers.

Seating:

Seating areas have been provided at various locations of the terminal including the boarding gates. Specially marked chairs for the disabled have been placed for their convenience.



PIC 6: SEATING AREAS NEAR BOARDING GATES

Flight Information & Display:

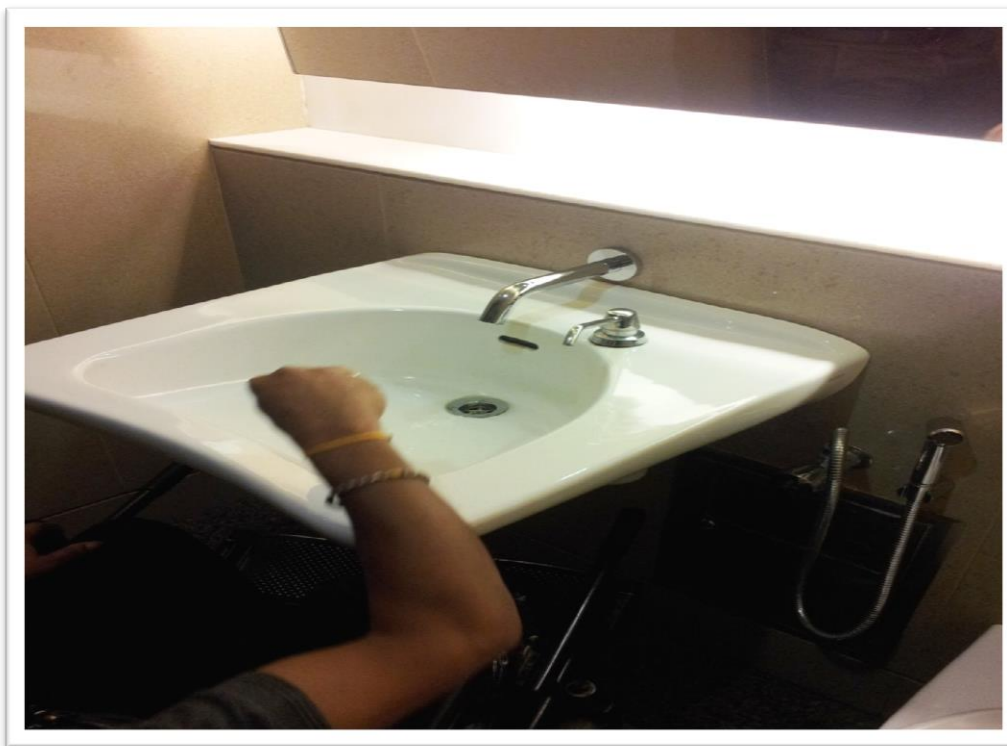
Flight Information Display Screens (FIDS) are located throughout the public areas within the International and Domestic Terminals. These screens provide information regarding flight arrival and departure times & gate numbers. The information displayed on the FIDS is supplemented by public address announcements on case to case basis.

Public Toilets:

Providing accessible toilets is fundamental for all persons accessing the Terminal buildings. Accessible toilets have been provided throughout the Terminal Building. Generally, the toilet facilities are designed to provide adequate circulation for maneuvering around the toilet pan, the hand basin and the door.



PIC 7: ACCESSIBLE TOILET



PIC 8: ACCESSIBLE WASH BASIN

Internet Kiosks:

A number of internet kiosk facilities are located at various areas of the Terminal, specifically within proximity to boarding gates and within main retail areas.

Information Kiosks & Signage:

Information Kiosks are located at all key entry points to the Terminal building and are conveniently and consistently located at the diversion points throughout the Terminal. To assist the disables, interactive, touch screen information kiosks are installed, while directional signage incorporating international symbols for services and facility are also installed.

Drinking Water Fountains:

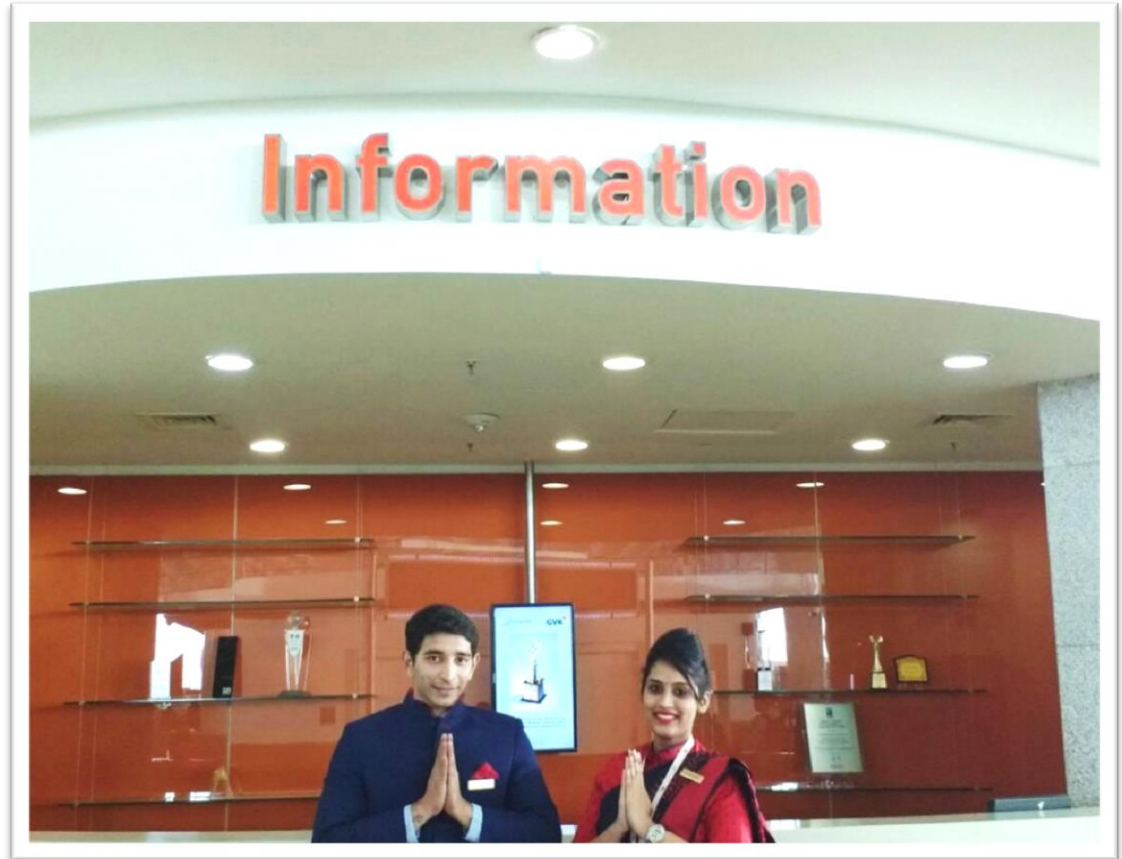
There are drinking fountains within the Terminal building, including accessible drinking fountains.



PIC 9: ACCESSIBLE DRINKING WATER FOUNTAINS

Direct Assistance (Help Desks):

For better assistance to the passengers fully trained manpower are available at the help desk. These Passenger service Executives (PSEs) are well trained to handle the passengers with disability in addition to assist other passengers as well.



PIC 10: PASSENGER SERVICE EXECUTIVES AT INFO-DESK

Assistive Equipments (Buggies /Golf carts):

Battery operated buggies/golf carts are available to assist the passengers as they move through the terminal.



PIC 10: BUGGIES FOR ASSISTANCE OF PASSENGERS.

6.6 Access to/from Aircraft:

Smooth and uninterrupted access to and from aircrafts is facilitated by the provision of ramps, stairs and aerobridges. Passengers with limited mobility or other disabilities can request assistance from airline crew for boarding and disembarking. As noted previously, passengers requiring assistance are advised to notify the relevant airline or agent at the time of booking with confirmation prior to travel to allow appropriate assistance to be provided at the time of boarding or disembarking from the aircraft.

In case of remote bays devices called Ambulifts are available for lifting passengers onto and off an aircraft and airline crew will assist passengers in boarding or disembarking from the aircraft in such cases.

6.6.1 Passenger Using Wheel chairs:

In the majority of cases, passengers who use wheelchairs for mobility are able to take their own wheelchair to the boarding gate. However this procedure can vary between airlines. Passengers are advised to discuss the procedure with their airline prior to travel. Passengers taking their own wheelchair to the boarding gate are advised to arrive early for boarding. Passengers will be required to transfer to an airline wheelchair for boarding and disembarking, and are responsible for advising their airline and ground crew how best

they can be assisted. Following transfer to the airline wheelchair, the passenger's day chair will be tagged and cleared for stowage in the baggage hold, and will be available at the gate upon arrival at their destination.

6.6.2 Battery-powered wheelchairs and Mobility Aids

For safety reasons, the carriage of battery powered wheelchairs and mobility aids by airlines is regulated under **BCAS guidelines** as described in Section 6.4.1 of this document.

This guideline outlines specific procedures for the transportation of batteries, which typically cannot travel as baggage within the baggage hold; however exemptions apply for battery-powered wheelchairs, where BCAS requirements can be met.

Passengers are advised to carry details of the type of battery installed within their mobility aid and notify the airline when making arrangements, as this will allow the airline to adequately prepare the flight.

6.6.3 Guide Dogs and Assistance Animals

Guide dogs and other accredited assistance animals are allowed inside the terminal and on aircraft, where the animal is assisting a person with sensory impairment as per **BCAS guidelines** prescribed in Section 6.4.1 of this document.

6.7 Immigration Services:

Passengers travelling on an International Flight will be subject to security screening and immigrations process. The details of these processes can be found on following link:

1. www.csia.in/passenger/immigration.aspx.
2. boi.gov.in/

6.8 Evacuation from Terminals:

To check and ensure the preparedness of airport and airlines staff during any emergency situation, evacuation mock drills are conducted by MIAL at regular intervals. These drills include the both rescue of passengers and staff.

The FIDS located within the Terminal have the capacity to provide emergency warning information in the event of an incident, supplementing public announcements and visual alarms, which are installed within public amenities. When notified to evacuate, all building

occupants must make their way to the nearest exit and follow the direction of Duty Terminal Managers. No one is permitted to re-enter the building until it is safe to do so, everyone will be directed to evacuation areas. Airport security staff and airline crew will be the first priority to re-enter the buildings followed by other airport staff and passengers. This will ensure that systems are re-activated to process passengers.

Passenger should take all their luggage and possessions with them while evacuating the building, unless specifically directed to leave it by Terminal Manager or in the case of the International Terminal by Customs officers.

6.9 Further Information:

For further information please contact GVK CSIA on following:

24x7 Helpline No.: 022-66851010.

GVK CSIA 24x7 Helpline Service is a one point airport contact centre which will automatically give accurate information to all callers for their airport related queries and the PRC (Passenger Response Cell) will assist the caller for any further personalized information and also take feedback on the Airport Services.

Website: <http://csia.in> .

6.10 Feedback Management Service:

The feedback management system at MIAL is certified to the **ISO 10002:2004 standard**. Passengers can share their grievance and comments through this system.

Feedback & Comment: Any specific comment or complaint will be registered and routed to feedback@csia.gvk.com for the complaint handling process and follow up.

6.10.1 Avenues for Feedback

- Feedback forms are placed in the drop boxes at strategic passenger areas including the security hold area at all terminals. These forms are also available at the information desks.
- Complaint Registers are available at all Terminal Managers Office to assist passengers in reporting/lodging a complaint.

- Feedback options are available in the interactive information kiosks spread across all the terminals.
- Feedbacks/complaints can also be sent on the following email address yourcomments@csia.gvk.com
- The online feedback form is available at www.csia.in

7. REFERENCES

- BCAS-Circular No. 23/2005.
- CIVIL AVIATION REQUIREMENTS SECTION 3 – AIR TRANSPORT SERIES 'M' PART I- 28th FEBRUARY 2014

8. REVISION HISTORY

NIL

ANNEXURE I- LIST OF HELP PHONES

<u>TERMINAL 1</u>		
KERBSIDE	DEPARTURES	ARRIVALS
PRM PHONE NEAR DEP. GATE 1 (LANE 1)	Departure Gate No:01 Entry	Near Money Exchange
PRM PHONE NEAR DEP. GATE 2 (LANE 1)	Departure Gate No:02 Entry	
	Near Check-in Counter no:38	
	Near Boarding Gate 22	
	Near Boarding Gate 24	

<u>TERMINAL 2</u>					
DEPARTURES GATES	BOARDING GATES		GROUND TRANSPORTATION LOBBY (GTL)	ARRIVALS CITY SIDE	ARRIVAL IMMIGRATION COUNTERS
	INTERNATIONAL	DOMESTIC			
GATE NO 02	GATE 65- L4	GATE 40 -L3	Opposite Lost & Found Window	East Side Arrival Plaza	Near counter 04
GATE NO 03	GATE 66- L4	GATE 41- L3		West Side Arrival Plaza	Near counter 77
GATE NO 04	GATE 70- L4	GATE 42(A)- L3			
GATE NO 05	GATE 71- L4	GATE 42(B)- L3			
GATE NO 06	GATE 86 – L3	GATE 43- L3			
GATE NO 07	GATE 86- L4	GATE 43- L3			
	GATE 87- L4	GATE 44- L3			
		GATE 50- L3			