

Mumbai International Airport Ltd.

QUALITY & CUSTOMER CARE

DOCUMENT

**FACILITATION PLAN & GUIDELINES FOR
PERSONS WITH DISABILITY [PWD]**

MIAL/QCC/DOC/02/01

Document updated in 15th January 2022

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1.0 PURPOSE

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

2.0 SCOPE

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

3.0 OBJECTIVE

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

4.0 DEFINITIONS

Various types of disabilities which are 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.

5.0 ABBREVIATIONS

BCAS	Bureau of Civil Aviation Security
CAR	Civil Aviation Requirements
CSMIA	Chhatrapati Shivaji Maharaj International Airport
PwD	Person with Disability
PRM	Persons with Reduced Mobility
MIAL	Mumbai International Airport Limited

6.0 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 shall be travelling independently.

Such information shall 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 feedback.bom@adani.com

6.2 Curbside Processes

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

The list of help phones (both Curbside 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
P5	00	06
P6	04	04
P8	04	06
P9	06	04
Grand Total	34 Nos.	



Table 2: Parking Allotment for PwDs-TERMINAL 1

PARKING LEVEL	No. of Parking spaces
Departure Gate 2	1
MLCP P1	1
Premium Parking	1
Grand Total	3 Nos

6.3 Additional Information

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

6.4 Security Screening

Security screening of the passengers with special needs and medical conditions shall be done as per BCAS AVSEC circular no. 04/2014.

For Terminal 1 – Airlines and /or passengers_are advised by CISF to intimate about any passengers having disability on following contact number for hassle free security screening.

Shift In-charge	-	9167835056
In-Charge SHA – 1C	-	022-668-50338
In-Charge SHA – 2 (New)	-	022 -668-52067
In-Charge SHA – 1 (Old)	-	022 – 668-51184
CISF Control Room -	-	022 – 668-51292/51296

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:



Lifts with braille buttons and auditory signals



Accessible door latches

6.5.1 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.

6.5.2 Self-service Check-in

Self-service check-in Kiosks has been installed at various locations in the terminal, which provide an alternative check in option. These Self Check in kiosks are placed in a manner to facilitate access by all. Refer to the **Pic 3** below:



Accessible self-service check-in

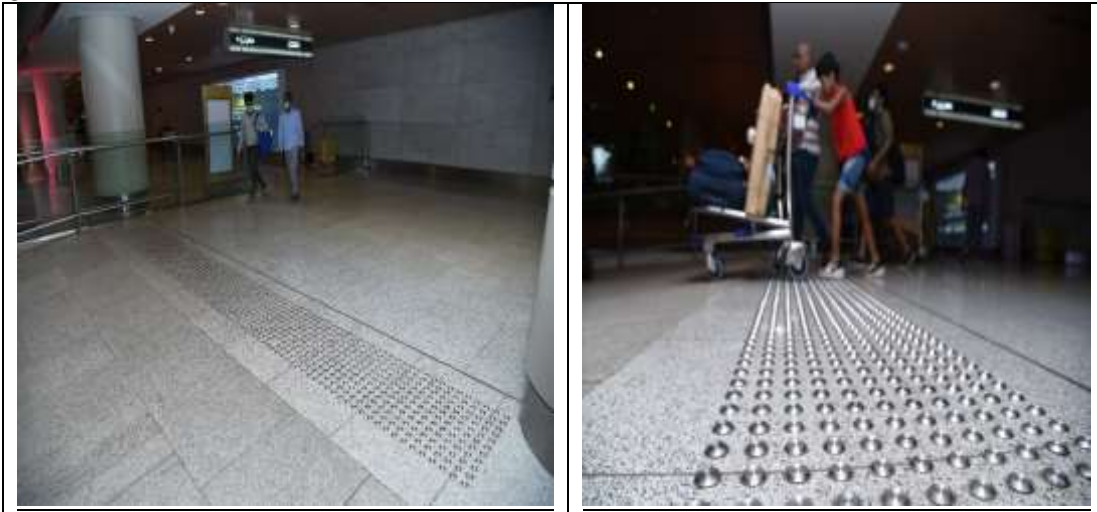
6.5.3 Ramps

At CSMIA, surfaces are connected by slopes / ramps for seamless movement of wheelchairs.



Accessible terminal gates

Tactile markers are placed before and end of ramps to facilitate movements of PwD passengers in Terminal 1 and Terminal 2.



Tactile markers before and at end of ramps

6.5.4 Help Phones & Pay Phones

Special help phones for any assistance are provided. These phones have button on them in Brail indicating "Information".



Help phones in the terminal

6.5.5 Seating

Specially marked chairs indicating reservation for the PwDs in all seating areas across the terminal.



Reserved Seating for PwDs

6.5.6 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.

6.5.7 Public Toilets

Providing accessible toilets is fundamental for all persons accessing the Terminal buildings. Accessible toilets are available 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.



Accessible toilet



Accessible wash basin

6.5.8 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.

6.5.9 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.

6.5.10 Drinking Water Fountains

There are drinking fountains within the Terminal building which are accessible to PwDs.



Accessible drinking waterspouts

6.5.11 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 PwDs.



Information desks manned by Passenger Service Executives

6.5.12 Assistive Equipment (Buggies /Golf carts):

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



Buggies for passenger within terminal transport

6.6 Access to/from Aircraft:

6.6.1 Smooth and uninterrupted access to and from aircrafts is facilitated by the provision of ramps, stairs and aerobridges. PwDs 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.

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

6.6.1 Passenger Using Wheelchairs:

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 shall 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 shall be tagged and cleared for stowage in the baggage hold and shall 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 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 shall 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 of this document.

6.7 Immigration Services:

Passengers travelling on an International Flight shall be subject to security screening and immigrations process. The details of these processes can be found on following links:
csmia.adaniairports.com/domestic-departure.aspx

6.8 Evacuation from Terminals:

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

6.8.2 The FIDS located within the Terminal 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 shall be directed to evacuation areas. 6.8.3 Airport security staff and airline crew shall be the priority to re-enter the buildings followed by other airport staff and passengers. This shall ensure that systems are re-activated to process passengers.

6.8.4 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 Adani CSMIA on following:

24x7 Helpline No.: 022-66851010.

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

Website: csmia.adaniairports.com

6.10 Feedback Management Service:

The feedback management system at MIAL is certified to the **ISO 10002:2014 standard**. Passengers can share their grievance and comments through this system.

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

6.10.1 Avenues for Feedback

6.10.1.1 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.

6.10.1.2 Complaint Registers are available at all Terminal Managers Office to assist passengers in reporting/lodging a complaint.

6.10.1.3 Feedback options are available in the interactive information kiosks spread across all the terminals.

6.10.1.4 Feedbacks/complaints can also be sent on the following email address feedback.bom@adani.com

6.10.1.5 The online feedback form is available at csmia.adaniairports.com

7.0 Formats Used

Nil

8.0 Records Generated

Nil

9.0 REFERENCES

BCAS AVSEC circular no. 04/2014.

DGCA Civil Aviation Requirements Section 3 – Air Transport Series 'M' PART I- Revision 6 dated 19/07/2021.

10.0 REVISION HISTORY

Date	Rev. No.	Page No.	Revision Description
15/01/2022	01	All	Periodic review and update

ANNEXURE I- LIST OF HELP PHONES

TERMINAL 1		
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	
	Next to check-in counter 38	

TERMINAL 2					
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			