



RN Bhaskar <rnbhaskar45@gmail.com>

EXTREMELY URGENT - PNR - MUBXNM - Need wheelchair and aisle seat - Is Vistara being DISABLED UNFRIENDLY?

1 message

RN Bhaskar <bhaskar.rn@gmail.com>

3 December 2022 at 09:48

To: Vistara Customer Support <custrelations@airvistara.com>

Cc: "Vistara contactus@clubvistara.com" <contactus@clubvistara.com>, "Vistara contactus@clubvistara.com" <custrelations@airvistara.com>, "Vistara contactus@clubvistara.com" <specialservices@airvistara.com>, RAMANATHAN ANANTHARAMAN <21021141113@sibmhyd.edu.in>, Sarika Choksi - Tata Sons <skchokshi@tata.com>

I am in receipt of your reply -- please see the trailing email.

I am inclined to take this matter up with both the civil aviation ministry and to the ministry for social justice and empowerment which is in charge of the Department of empowerment of persons with disabilities. I also intend to take this issue on social media, unless steps are taken to redress my grievances immediately.

As mentioned earlier, **I am a senior journalist, a senior citizen and unfortunately suffer from progressive muacular dystrophy. The last classifies me as a disabled person, and I have already submitted my medical certificate from a government hospital to this effect. (attached)**

I have been invited by SIBM Hyderabad to interact with the University. Its travel agent specifically asked for a ticket from Hyderabad to Mumbai with both wheelchair and aisle seat facility. Yet the following actions took place:

1. In spite of that request from the travel agent, the first ticket you provided us wason without either wheelchair and aisle seat facilities included (**attached**)
2. When I wrote to you, you were kind enough to provide me with a wheel chair facility at both airports, but without providing me an aisle seat. Your version was that I should go to the checkin counter and the people there would help me.
3. When my travel agent persisted, you sent in a ticket with , you sent to my travel agent with 28D as the aisle seat. (**attached**). I am also attaching a ticket issued by Indigo to demonstrate to you the courtesy other airlines extend to me.
4. **Are you mocking a disabled person by giving him a seat towards the end of the aircraft?**
5. **Shouldn't you be ashamed of playing games, by first providing a ticket without the facilities that an airline should compulsorily provide to a disabled person, and then grudgingly give one, and finally to add insult to injury give him a seat towards the end of the aircraft?**

6. Please rectify the seat allocation immediately. As I must return that night itself, I don't have a choice, but to take your airline's flight service.

7. But you have given me enough cause to complain to the civil aviation ministry and to the ministry in charge of disability related matters (<https://disabilityaffairs.gov.in/content/>) for this disregard and disrespect given to disabled persons and senior citizens.

8. I also intend to take this issue up in social media explaining to the public at large why Vistara is the most disabled unfriendly airline I have come across.

9. You have a choice to immediately prevent these complaints and social media campaigns by setting right the injustice you have shown to a disabled person.

I have marked a copy of this email to Tata Sons because it is a shareholder in your airline.

Yours sincerely

rnb

r. n. bhaskar

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On Fri, 2 Dec 2022 at 06:55, Vistara Customer Support <custrelations@airvistara.com> wrote:

Dear MR RN BHASKAR,

Greetings from Vistara.

This is a system-generated auto-acknowledgement.

Thank you for reaching out to us. Please find your Case 14666212 - URGENT - PNR - MUBXNM - Need wheelchair and aisle seat Hi! I am a senior journalist, and I also suffer from progressive muscular dystrophy of my right leg. That is why I need wheelchair and aisle seat facilities when I fly. My medical certificate is attached and we will respond to you within 4 business hours.

For any urgent assistance like wheelchair assistance, unaccompanied minor assistance, or any medical related issues, you may call us at our 24*7 helpdesk at +91 9289228888.

For flight information, bookings, changes, and cancellations please visit <https://www.airvistara.com>

Thank you for choosing Vistara.

Regards

Team Vistara

TATA SIA Airlines Ltd

Web – <https://www.airvistara.com>

24*7 Helpdesk Number:- 928 922 8888

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3 attachments



2022-12-05_Vistara-Hyd-Bom-ticket2.pdf

37K



2022-12-05_Vistara-Hyd-Bom-ticket1.pdf

64K



2013-08-28_Disability-certificate-colour-rnb.pdf

187K