

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 804
(To be answered on the 21st July 2022)**

CHECK-IN COUNTERS AT AIRPORTS

**804. SHRI G.M. SIDDESHWAR
SHRIMATI POONAM MAHAJAN**

Will the Minister of CIVIL AVIATION

लागर विमालन मंत्री

be pleased to state:-

- (a) the criteria used for designing check-in counters for airports in India along with the details thereof;
- (b) whether the minimum number of working counters requirement with respect to footfalls is mentioned in the Rules for the development of airports;
- (c) if so, the number and the details thereof; and
- (d) whether the Government proposes to reduce the overall time taken in check-in process and if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

लागर विमालन मंत्रालय में राज्य मंत्री

(GEN. (DR) V. K. SINGH (RETD))

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- (a): The worldwide used norms defined by IATA (International Air Transport Association) are followed for determining the number of check-in counters while designing Airport Terminals in the country.
- (b) & (c): There is no minimum number of working counters requirement prescribed in the said Norms of IATA.
- (d): The Airports Authority of India (AAI) and other airport operators have installed Common Use Terminal Equipment (CUTE) and Common Use Self Service (CUSS) Kiosks for check-in process at all the major airports to reduce the time taken in the check-in process.
