

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:5186  
ANSWERED ON:27.04.2000  
CUSTOMER SERVICE CENTRES AT AIRPORTS  
DHANI RAM SHANDIL;SHYAMA SINGH

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the Government have mooted any plans to conduct surprise checks at important airports to examine the efficacy of customer services and providing adequate facilities;
- (b) if so, the details of surprise checks conducted during the last few months at airports and details of discrepancies found there;
- (c) whether customer grievances cell is likely to be set up at all the important airports to look into the complaints of the customers; and
- (d) if so, the details thereof?

**Answer**

THE MINISTER OF CIVIL AVIATION

(SHRI SHARAD YADAV)

(a) and (b):- Airports Authority of India (AAI) carry out regular inspection of airports through Airport Directors and Senior Officers to look into customer complaints and to take remedial action.

(c) and (d):- A Grievance Cell already exists at all airports where passengers and visitors can lodge complaints with respect to airport facilities. Follow up action is taken depending upon the nature of complaint.