

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

STARRED QUESTION NO:562  
ANSWERED ON:06.05.2002  
SITUATION AT INTERNATIONAL AIRPORTS  
AJAY CHAKRABORTY;SHRINIWAS DADASAHEB PATIL

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

(a) whether his attention has been drawn to the news-items under the caption `International Airport? More like a Rly. Station` and `New Delhi International Airport neither airport nor international` appeared in the Indian Express dated April 4, 2002 and April 9, 2002 respectively;

(b) if so, the facts of the matter reported therein; and

(c) the details of the measures proposed to be taken by the Government to improve the situation at all the International airports, particularly at Mumbai and Delhi International Airports?

**Answer**

THE MINISTER OF CIVIL AVIATION ( SHRI SYED SHAHNAWAZ HUSSAIN )

(a), (b) & (c) :- A Statement is laid on the Table of the Sabha.

Statement in reply to parts (a), (b) & (c) of the Lok Sabha Starred Question No. 562 for answer on 6th May, 2002 regarding Situation at International Airports.

(a): Yes, Sir.

(b): The news items under the captions `Airport? It's more like a Railway Station` and `New Delhi international airport neither airport nor international`, which appeared in Indian Express dated 5.4.2002 and 9.4.2002, respectively, mentioned short-comings and problems relating to Mumbai and Delhi airports. All efforts are made by Airports Authority of India (AAI) to maintain a high standard of facilities at the international airports. Dedicated staff is deployed both at Mumbai and Delhi airports for keeping the toilets clean. Good quality trolleys have been provided. Adequate restaurant facilities and tea/coffee vending machines are available in different parts of the terminals. Duty free shops are managed by India Tourism Development Corporation (ITDC), which has experience/expertise in this business, and is initiating measures to revitalize the duty free shops at the international airports. Efforts are also being made to strengthen the Immigration set up at these airports to reduce the time for clearance of passengers.

AAI is coordinating with the State Government for encroachment removal at Mumbai airport in a phased manner, and with the Mumbai Corporation for handling the problem of stray dogs. Signages have been provided as per the international norms. At Delhi airport, the aerobridges are functioning normally. Two car parks have been provided, one of them next to the terminal building. Congestion, due to bunching of flights is a problem, and efforts are being made to enhance the terminal capacity in the short-term by shifting/re-arranging some of the facilities to reduce congestion.

(c): A number of measures are being taken to improve the standard of service/facilities at all international airports, including Mumbai and Delhi airports. These include expansion of terminal areas, increasing length of baggage claim conveyors, providing new aerobridges, improving passenger facilitation etc.