

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1120
ANSWERED ON:31.07.2000
DETERIORATION IN THE MAINTENANCE LEVELS AT AIRPORTS
UMMAREDDY VENKATESWARLU

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Airports Authority of India has improved its visibility vis-a-vis air passengers at airports;
- (b) if so, whether there is significant deterioration of the maintenance levels at all airports;
- (c) if so, whether Airports Authority of India tried to inculcate the importance of maintenance at all airports where Government had made huge investments;
- (d) if so, whether any training sessions have been given to the Managers of Airports Authority of India; and
- (e) if so, the result of such training and how frequent the training is given to Managers of Airports Authority of India?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

(a), (b) and (c):- Airports Authority of India (AAI) gets periodical surveys conducted on the facilities provided at the airports through an independent agency commissioned by AAI to check the levels of customer satisfaction. Moreover, upgradation and improvement of various passenger facilities at airports is a continuous process. It is the constant endeavour of the AAI to provide the best facilities at its airports conforming to International Civil Aviation Organisation guidelines and standards, keeping in view the demand and availability of resources.

(d) :- AAI imparts regular training to its staff as well as managers at its National Institute of Aviation Management Research (NIAMAR) at New Delhi and Civil Aviation Training Centre (CATC), Allahabad. In addition the managers are sent to various courses/seminars where apart from routine maintenance procedures, they are also exposed to new techniques for improvement of skills.

(e) :- After training there is improvement in the performance levels of managers.