

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1228
ANSWERED ON:10.03.2005
MECHANISM TO CHECK MALFUNCTIONING AT AIRPORTS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether there is any mechanism available to check the malfunctioning of the various Government and other agencies at the international and national airports in the country;
- (b) if so, the details thereof; and
- (c) if not, the corrective measures being taken in this regard?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) Yes, Sir.

(b) The mechanism inter-alia includes installation of Closed Circuit Television Cameras (CCTVs) for surveillance of various areas and facilities and providing suggestion boxes/ complaint boxes / complaint book at prominent locations at airports. Customer satisfaction surveys are also conducted twice in a year at various airports to ascertain passengers satisfaction levels so as to improve / upgrade various facilities. The complaints pertaining to airport officials are monitored by the concerned head of departments. Complaints pertaining to other agencies like customs, immigration, airlines etc. are forwarded for suitable action to the concerned agencies who have their own set-up to monitor the functions of their personnel as well as for redressal of passengers' grievances.

(c) Does not arise.