

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:491
ANSWERED ON:25.02.2010
GROUND HANDLING OPERATIONS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the norms/guidelines laid down by the International Civil Aviation Organisation and the International Air Transport Association about ground handling operations at International airports;
- (b) whether due to poor handling operations at some airports, passengers have to wait unduly for longer period before they receive their luggage;
- (c) if so, the details thereof;
- (d) the reasons for such poor ground handling operations;and
- (e) the steps taken to improve ground handling operations at all domestic as well as international airports?

Answer

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

(a) International Civil Aviation Organisation (ICAO) guidelines regarding passenger handling (maximum clearance time at International airports) as incorporated in Recommended Practices 3.36 & 3.39 of ICAO Annex. 9 (Facilitation) is as under: `The goal of clearing arriving passengers within 45 minutes of disembarkation and within 60 minutes for departing passengers.`

(b), (c),(d) & (e) The airlines at present are self handling their ground operations. With the improvement in terminal and apron side infrastructure there has been a positive impact in handling of baggage. In order to achieve world class standards in Ground Handling operations, a new Ground Handling Policy was approved by the Government in the Year 2007. Any specific complaints are dealt by the Airport / Airline operator on case to case basis.