

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

STARRED QUESTION NO:181
ANSWERED ON:16.07.2009
PASSENGERS FACILITIES AT AIRPORTS
Chavan Shri Harischandra Deoram

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the facilities available to the travelling public at various domestic and international airports in the country are of satisfactory levels;
- (b) if not, the steps proposed to be taken by the Government to enhance them;
- (c) whether the Government proposes to provide child care rooms for travelling mothers accompanied with babies at all airports in the country;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

Answer

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

(a), (b), (c), (d) & (e) A Statement is laid on the Table of the House.

Statement in reply to parts (a), (b), (c), (d) & (e) of the Lok Sabha Starred () Question No. 181 for 16-07-2009 regarding Passengers Facilities at Airports.

(a) & (b) Airports Authority of India (AAI) has provided all required passenger amenities at all AAI managed airports in the country. In addition, provisions have been made for passengers amenities at private/ JVCs maintained airports. The services provided at such airports is measured in terms of Service Level Quality (SLQ). In the OMDA agreement and concession agreement signed by the government, the aerodrome operators at Delhi, Mumbai, Hyderabad and Bangalore airports are required to achieve and maintain the SLQ as per the acceptable standards. At Cochin International airport, passenger feedback is followed for ensuring the service level of facilities.

(c), (d) & (e) AAI has provided child care facilities at all international airports and other major domestic airports managed by AAI namely Chennai, Kolkata, Coimbatore, Madurai, Tirupati, Trivandrum, Vijayawada, Visakhapatnam, Srinagar, Jaipur, Pune, Jabalpur, Porbandar, Ahmedabad, Nagpur, Bhubaneswar, Guwahati, Bagdogra, Imphal, Dibrugarh and Raipur. Simultaneously, wherever new terminals are under construction, this facility is proposed to be provided at these terminals also. International airports operated by JVC and other private operators at Delhi, Mumbai, Bangalore, Hyderabad and Cochin are having designated child care rooms for traveling mothers accompanied with babies.