

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2330

ANSWERED ON:11.03.2010

CONTACT ZONE AT IGIA

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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether a `contact zone` has been set up at Indira Gandhi International Airport (IGIA), Delhi for passengers with special needs;
- (b) if so, the details of such facilities; and
- (c) the steps taken to set up such `contact zone` at other airports in the country especially in Karnataka?

Answer

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

(a) & (b) To enhance travel experience of people with Restricted Mobility (PRM), Indira Gandhi International Airport is having Contact Zone at Terminal-1 and Terminal-2. These zones are areas manned by `Customer Services Staff` and provides Wheel Chair free of charge. Through these contact zones, free baggage porters are provided to the PRM passengers.

(c) Contact Zone is available at Bengaluru International Airport, Devenhalli. At all other operational airports, including small airports in Karnataka managed by Airports Authority of India, the office of the Terminal Manager provides facilities like wheel chair for PRM and assistance for unaccompanied minors.