

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

STARRED QUESTION NO:421

ANSWERED ON:26.08.2010

OUTSOURCING OF SERVICES AT AIRPORTS

Ajnala Dr. Rattan Singh

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the National Company of India Limited (NACIL) has outsourced various activities at the airports of Mumbai and Delhi;
- (b) if so, the details of the activities outsourced alongwith the procedures specified for the purpose;
- (c) whether complaints have been received regarding irregularities in the engagement of the outsourced agencies by NACIL;
- (d) if so, the details thereof; and
- (e) the follow-up action taken thereon?

**Answer**

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

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

STATEMENT IN REPLY TO PARTS (a), (b), (c), (d) and (e) OF LOK SABHA STARRED QUESTION NO.421 FOR ANSWER ON 26-08-2010 TABLED BY DR. RATTAN SINGH AJNALA, MP REGARDING OUTSOURCING OF SERVICES AT AIRPORTS.

(a) & (b): Air India and its subsidiary Air India Air Transport Service Limited (AIATSL) have outsourced comprehensive handling of pax/baggage for some of the international airlines, transportation for security staff and crew, maintenance of AC Units, water coolers, GCU and vehicles, aircraft cleaning, loading/offloading and other flight related activities, servicing of software & data punching etc. on manpower/service contract basis through tendering process.

(c), (d) and (e): Three complaints have been received, the details of which are as under:-

(i) A complaint in January 2009 was received alleging irregularities in the tender for hiring of security services. Action on this was taken after addressing the shortcomings in the procedure.

(ii) Complaints dated 29-07-2009 and 04-8-2009 were received from one of the bidders in the tender for Facility Management Services (FMS) at the stage of technical evaluation of the tenders. After due consideration, it was decided not to proceed further with this tender and to re-tender for the job.

(iii) Complaints were again received from three vendors, when the job of FMS was re-tendered, raising objections on the turnover criteria. None of these three vendors had themselves responded to the tender. The issue was referred to the competent authority and the tenders were processed and finalized after due diligence.