

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2586
ANSWERED ON:25.11.2010
BANGALORE AIRPORT
Swamygowda Shri N Cheluvaraya Swamy

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Government is aware that the present facilities at Bangalore airport are inadequate to meet the passenger requirements;
- (b) if so, the details thereof;
- (c) whether the State Government of Karnataka has given representation in this regard;
- (d) if so, the details thereof; and
- (e) the steps Government would take to improve the present condition of the airport?

Answer

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

(a) & (b) The passenger throughput of Bengaluru International Airport has been 9.94 million during 2009-10 as against the passenger handling capacity of 11.4 million. Ever since the airport was operationalised, the airport operator has been continuously monitoring the quality of service provided to the passengers and added more and more facilities and amenities both for passengers and visitors to the airport. The Bengaluru International Airport has been adjudged as the 'Best Emerging Airport - Indian Sub-continent' by the Emerging Markets Airports Awards (EMAA) hosted by the acclaimed Airport Expo, Dubai. The airport has also been recently awarded the CNBC AWAAZ Travel Award - 2010 under the category of 'Best Managed Airport' in the country. The Airport Service Quality (ASQ) rating for the airport has increased from 3.9 (first quarter of 2009) to 4.10 (third quarter of 2010) on a scale of 5.

(c), (d) & (e) No such representation has been received in the recent past. However, nominees of the Board of the Airport operator have been advised from time to time to take necessary steps to improve the conditions at the airport.