

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3494

ANSWERED ON:24.08.2011

SHORTAGE OF STAFF AT T TERMINAL DELHI

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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government is aware that at T-3 Terminal of IGI Airport, New Delhi, passengers including VIPs have to stand in long queues at the check-in counter, security check and immigration counter for hours together before boarding the flight;
- (b) if so, the reasons therefor alongwith the details of flights delayed as a result of above during each of the last three years and the current year;
- (c) whether due to shortage of staff at T-3 Terminal, junior officers are placed on duty in place of senior officers;
- (d) if so, the details thereof;
- (e) the action taken/proposed to be taken by the Government against the guilty persons/agencies; and
- (f) the steps taken by the Government to reduce waiting time at various counters at T-3 Terminal of IGI Airport?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

(a): In general, there are no long queues at check-in counter, security check and immigration counters.

(b): Does not arise.

(c)&(d) In case of immigration, due to shortage of manpower at the level of Assistant Central Intelligence Officers - II or Sub-Inspectors, the staff rank of Junior Intelligence Officers/ Security Assistants, Head Constables/ Constables who are graduate and computer knowing are also deployed as Counter Officer after imparting adequate training.

(e) Does not arise.

(f) In order to meet the increasing growth in passengers, 49 immigration counters (outbound) and 46 immigration counters (inbound) have been provided at Terminal-3 of Indira Gandhi International Airport. Besides, adequate number of security counters have also been provided. Special facilities have been built for VIPs like VIP Lounges and Dedicated Counters for immigration.