

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1289
ANSWERED ON:21.03.2012
IMMIGRATION AT METROPOLITAN AIRPORTS
Ganpatrao Shri Jadhav Prataprao;Singh Rajkumari Ratna

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government is aware that at various metropolitan airports of the country, passengers including VIPs have to stand in long queues at the check-in counters, security check and immigration counters 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) the action taken/proposed to be taken by the Government against the guilty persons/agencies; and
- (d) the steps taken by the Government to reduce waiting time at various counters especially at immigration counters at various metropolitan airports alongwith the outcome thereof?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

(a) & (d): During certain periods in the day, queues are witnessed at airports situated in metropolitan cities due to various reasons including buching of flights, shortage of security staff, shortage of immigration staff, etc. Issues relating to long queues are taken up with the concerened authorities in the Airport Operations Coordination Committee (AOCC) Meetings held at regular intervals by the airport operators and Airport Facilitation & Airport Security Committee Meeting chaired by Airport Director for remedial action.

(b) & (c) : No such information is maintained by the airports.