

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2386
ANSWERED ON:03.12.2009
CODE OF CONDUCT ON DUTIES OF AIRPORTS
Jeyadural Shri S. R.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether representations have been received by the Government to fix a Code of Conduct on Duties of Airports towards passengers;
- (b) if so, the details thereof; and
- (c) the steps proposed to be taken to help air passengers get quality services at various airports in the country?

Answer

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

(a) & (b): Airports Authority of India (AAI) has not received any communication to set up a code of conduct on duties of airports towards passengers.

(c): Quality services are being provided to air passengers at airports managed by AAI and are as per ICAO standards. Airports are also evaluated on the basis of quality of service provided to the users.