

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:6777

ANSWERED ON:08.05.2013

CONGESTION AT AIRPORTS

Baitha Shri Kameshwar ;Biju Shri P. K.;Manian Shri O. S.;Meghwal Shri Arjun Ram ;Patel Shri Devji

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

(a) whether instances of civil aviation companies not providing any information to passengers about flights getting delayed or cancelled leading to severe congestion at airports have come to the light of the Government;

(b) if so, the number of such complaints received by the Government and the DGCA and the action taken against the erring airlines during the last three years along with the details thereof;

(c) whether the Government has issued any instructions to aviation companies regarding VIP handling; and

(d) if so, the details thereof?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION ( SHRI K. C. VENUGOPAL )

(a) and (b): Complaints regarding lack of adequate information about flight delays/cancellation are mostly reported at airport level during low visibility conditions due to fog in winter when the visibility deteriorates below airport minima affecting aircraft operation. Under this condition, the operators normally wait for weather to improve before intimating the passengers on delayed/cancelled flights.

Information in respect of passenger complaints submitted by the airlines to the DGCA includes different categories of passenger complaints like loss of baggage, refund, staff misbehavior, IT related and miscellaneous issues. DGCA does not maintain data on complaints of such specific nature.

(c) and (d):- The details of protocol arrangements for VIPs/MPs at the airports are given below:-

# Reserved Lounge facilities at international and domestic terminals of the airports.

# Tea/Coffee/Water served free of charge.

#Member of Parliament acts as Chairman of Airport Advisory Committee in respect of the airport which falls under his/her constituency.

# Free Access in the Terminal Building and Visitors Gallery on the basis of MPs Identity Card.

# Parking of vehicles of MPs in the VIP Car parking area on the basis of pass issued to MPs for Parliament House Car Park.

# Airport Entry Pass to one personal staff of MP as and when required.

# One officer of airport is designated as Protocol Officer at each airport and is responsible for extension of all facilities/courtesies to MPs.