

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

STARRED QUESTION NO:366

ANSWERED ON:20.04.2015

PROTOCOL ARRANGEMENTS FOR VIPS AT AIRPORTS

P. Shri Nagarajan

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

- (a) the details of the protocol arrangements for VIPs including MPs at various airports in the country;
- (b) whether the Government has received complaints regarding non-adherence of the protocol in certain airports and airlines during the last three years;
- (c) if so, the details and nature of the complaints received brought to notice of during the said period along with the action taken thereon;
- (d) whether there is any proposal to curtail privileges and protocols with respect to VIP passengers at various airports if so, the details and the present status thereof; and
- (e) whether adequate security measures have been taken for VIP passengers at the airports, if so, the details thereof and if not, action taken by the Government in this regard?

**Answer**

Minister of CIVIL AVIATION (Shri Ashok Gajapathi Raju Pusapati)

(a) to (e): A statement is laid on the Table of the House.

Statement in reply to Part (a) to (e) of Lok Sabha Starred Question No.366 to be answered on 20th April, 2015 regarding Protocol Arrangements for VIPs at Airports

(a): The following facilities are provided to VIPs/Members of Parliament at the airports:-

# 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 Identity Card of Hon'ble Members.

# Airport Entry Pass to personal staff of MP – one at New Delhi and another for an airport nearest to his / her constituency.

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

The protocol is to be followed by all concerned, including private airports and airlines.

(b) & (c): Yes, Madam. The complaints received are in the nature of non-cooperation, discourtesy, misbehavior, etc. on the part of airlines staff, security personnel etc. at airports. The complaints received from the Members of Parliament by the airports are referred to the concerned Airport Directors to enquire into the matter and take remedial measures to ensure that such incidents do not recur. The complaints received against the airlines are referred to the Director General of Civil Aviation who takes up the matter with the concerned airlines with a view to ensure compliance of the protocol arrangements. Action taken on the complaints is also intimated to the concerned Members of Parliament. Suitable instructions are issued from time to time to all concerned so as to ensure that due courtesies are extended to Members of Parliament.

(d): No, Madam.

(e): Security arrangements at airports in the country are elaborate, adequate and effective.