

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3172
ANSWERED ON:16.03.2015
PORTER SERVICE AT AIRPORTS
Chinnaraj Shri Gopalakrishnan

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether porter services are provided at the airports in the country;
- (b) if so, the details thereof along with the modalities to appoint/recruit these porters; and
- (c) the details of the facilities extended to these porters?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

(a): No porter service is provided in the Airports Authority of India (AAI) Airports. However, facilitation (including porter) services are provided at Jammu & Calicut Airports as a part of Swagat Seva (Passenger facilitation) Services on payment basis.

At Joint Venture Airports at Delhi, Mumbai, Bengaluru and Hyderabad, porter services are provided either by the concerned airlines through their Ground Handling Agencies or through other agencies/service providers. No porter service is provided at Cochin International Airport.

(b) : The service providers/agencies recruits the porters as per their process for appointment subject to guidelines of Bureau of Civil Aviation Security.

(c): Basic facilities like uniform, transportation, restrooms, canteens, provident fund, medical benefits under the Employees State Insurance Scheme etc. are provided to the porters which varies from agency to agency depending on the service provided at each airport.