

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2586
ANSWERED ON:28.07.2014
BOARDING PASS COUNTERS
Patil Shri Bheemrao Baswanthrao

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Air India has received a number of complaints regarding long queues at its counters for issuing boarding passes at Terminal-3 of Indira Gandhi International Airport;
- (b) if so, whether Air India proposes to set up more such counters to facilitate passengers to collect their boarding passes; and
- (c) if so, the details thereof along with the other steps taken by Air India in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Shri G. M. Siddeshwara)

(a) to (c): No, Madam. During peak hours additional check-in counters are opened by Air India to avoid long queues and facilitate passengers.