

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2714

ANSWERED ON:28.07.2014

AUGMENTATION OF AMENITIES FACILITIES TO AIRLINE PASSENGERS

Antony Shri Anto ;Chinnaraj Shri Gopalakrishnan;Mahadik Shri Dhananjay Bhimrao;Patil Shri Vijaysinh Mohite;Sule Smt. Supriya Sadanand

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

- (a) whether the Directorate General of Civil Aviation (DGCA) has recently directed all airports and airlines operators to augment amenities/facilities being given to passengers;
- (b) if so, the details thereof indicating the additional facilities and services to be provided to passengers and the response of the airports and airlines operators thereto;
- (c) whether the DGCA has also directed to put in place a passenger grievance redressal system and if so, the details thereof;
- (d) whether the Airports Authority of India proposes to start a mobile application to register passengers` grievances and resolve the issues at the airports itself and if so, the details and the present status thereof; and
- (e) whether the Government has decided to set up Security Help Desks at all operational airports of the country and if so, the details thereof?

**Answer**

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

- (a) (b) & (c): Yes, Madam. As per this direction, the airline/airport operators are required to provide automated buggies free of charge for all senior citizens, expectant mothers and disabled passengers in the terminal building to facilitate their access to boarding gates located beyond reasonable walking distance at all airports having annual aircraft movements of 50,000 or more. This facility may also be extended, free of charge, to other needy passengers on demand. Airport operators are also required to provide small trolleys after security check for carriage of hand baggage up to the boarding gate. The airline/airport operators also have to implement an effective mechanism to redress passengers complaint within a stipulated time frame. DGCA monitors the compliance of these directions through surveillance programme.
- (d): Yes, Madam. Airports Authority of India has introduced QR Code based mobile application for public grievance redressal at five of its airports in 2013. 15 more AAI managed airports are selected for introduction of this application in a phased manner.
- (e): Security Help Desk counters have already been established by the Airport Operators at 31 airports and these are manned by CISF / State Police personnel.