

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 712
(To be answered on the 7th February 2019)**

MEASURES TO IMPROVE PASSENGER AMENITIES

712. MOHAMMED FAIZAL

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the efforts made during the last three years to improve the arrival and departure of flights on time;
- (b) whether any new mechanism have been adopted to avoid delay of flights;
- (c) if so, the details thereof and if not, the reasons therefor; and
- (d) the measures undertaken during the last three years to improve the passenger amenities at airports across the country?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): Director General of Civil Aviation (DGCA) has issued Air Transport Circular (ATC) 05 of 2017 titled "Procedure to be followed to mitigate flight delays" to improve arrival & departure of flights on time. Further, Airports Authority of India (AAI) has introduced ATFM (Air traffic flow management) and LVTO (Low visibility take off) along with the parallel and rapid exit taxiways at airports to facilitate operations on time.

(b) & (c): Yes, Madam. Several new mechanisms have been adopted to avoid delay of flights such as:

- i) The entire airspace has been brought under Radar/ADSB surveillance. Radar/ADSB sensors have been integrated to provide an integrated Multi-Radar based situational awareness to the controllers.
- ii) Advanced ATM automation system with safety alerts and decision making support tools have been implemented at various Airports.
- iii) AAI has implemented reduced separation standards prescribed by ICAO to accommodate increased number of aircraft within the limited volume of airspace.
- iv) Airport Collaborative Decision Making process to enhance efficiency/ slot monitoring/ slot utilization has been implemented.

v) In addition to the above, Centralized ATFM system has been installed at IGI Airport, Delhi to enhance the operational efficiency and collaborative decision making process.

(d): AAI has recently introduced the concept of Master Concessionaire at 14 airports including Chennai and Kolkata for Food & Beverage and General Retail Outlets. This endeavor not only shall create world class experience for the travelling public in terms of international brands etc. but also upgrade the level of the facilities as a whole. AAI has also upgraded facility of executive lounge at airports for the better passenger facilitation and enhancement of airport experience. Further, to reduce the check-in time of increasing number of passengers at the airports, additional equipment such as Common User Terminal Equipment (CUTE), Common User Self Service (CUSS) Kiosk, Scanners and MSR/OCR Key Board have been provided at all major 40 AAI airports.
