

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
QUESTION NO 09.11.2010
ANSWERED ON**

USER DEVELOPMENT FEE AT VARIOUS AIRPORTS .

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SHRI SYED AZEEZ PASHA

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

- (a) whether the Airports Authority of India (AAI) is collecting User Development Fee (UDF) from passengers at various airports;
- (b) the UDF collected in 2009-10 and 2010-11 so far by AAI;
- (c) the airports where AAI is levying UDF charges;
- (d) the purpose of these levies; and
- (e) the steps proposed to improve functioning of all AAI managed airports?

ANSWER

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION

(SHRI PRAFUL PATEL)

(a) Yes, Sir.

(b) The User Development Fee (UDF) inclusive of Service Tax, collected from passengers in 2009-10 was Rs.58 crore and in 2010-11 (upto September, 2010) is Rs. 24.84 crores.

(c) UDF is being levied at Amritsar, Jaipur, Udaipur, Ahmedabad, Trichy, Mangalore and Vizag airports.

(d) UDF is levied to bridge the gap between the targeted /regulated rate of return on investments made and the expected post tax returns of the airports, considering the projected growth in revenue, expenses and passenger and aircraft traffic at the airports.

(e) Improvement in the passenger facilities at the airports is a continuous process. However, following steps have been taken/initiated for improving the service standards of the passenger terminals at various airports:

(i) Training to the terminal staff and shift personnel regarding customer management is being imparted as a continuous process;

(ii) Better seating arrangements with comfort quality chairs are being provided in the new terminals;

(iii) Better quality and user friendly trolleys have been provided in the terminals;

(iv) Focus on maintaining cleanliness of the toilets including outsourcing of the conservancy and housekeeping jobs is being undertaken;

(v) Better unit area norms per passenger adopted in the new terminals as per IMG norms for better comfort and passenger movement;

(vi) Provision of passenger amenities like aerobridges, in-line baggage screening, escalators and travelators, air conditioned passenger lounges and more number of check-in counters for airline operations and check-in gates for security screening of the passengers;

(vii) Follow up action on the suggestions given by the passengers and other user of the airport collected through Passenger Satisfaction Surveys; and

(viii) Improvement in commercial facilities is also planned through better concessionaire control and management.