

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 2401
(TO BE ANSWERED ON THE 8th August 2018)

REDUCTION OF PERMANENT STAFF AT AIRPORTS BY AIR INDIA

2401. SHRI D. RAJA

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

- (a) whether Air India operates from various airports in Tamil Nadu, Andhra Pradesh and Telangana;
- (b) whether it is a fact that its permanent staff has been totally reduced in all such airports, particularly, Chennai, Hyderabad and Visakhapatnam;
- (c) the present ratio of permanent staff/ contract staff at all major airports in the three States, giving names of contract agencies;
- (d) to what extent has this led to poor service from contract workers or outsourced employees; and
- (e) the steps proposed for review of management at Air India on ground-services at these airports to improve passenger service and accountability?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

(a) Yes, Sir. Air India operates from various airports in Tamil Nadu, Andhra Pradesh and Telangana.

(b) In terms of Government decision and Turn Around Plan (TAP), effective from February 2013, Ground Handling activities of Air India were hived off to Air India Air Transport Services Limited (AIATSL), a wholly owned subsidiary and permanent employees working in the Ground Handling Department as well as in support services activities of Ground Handling were deputed/ transferred to AIATSL.

(c) Air India/AIATSL has not engaged any contract staff from any contract agency in any of the airports in these 3 States for Ground Handling functions.

The number of permanent staff at all major airports in Tamil Nadu, Andhra Pradesh and Telangana as on 01.07.2018 are as follows:

Airport	As on 1.7.2018*
Chennai	235
Madurai	10
Coimbatore	15

Trichy	07
Tirupati	06
Vizag	11
Vijayawada	07
Hyderabad	100

* Manpower figures include those who are on deputation as well as transferred to AIATSL.

(d) Air India has Service Levels Agreements with AIATSL and ensures that services are provided by Ground Handling Agency as per Industry standard.

(e) Air India provides in-house training and orientation /Refreshers/Shift wise briefings and handouts and circulars to its employees and Ground Handling Agency (GHAs) in order to enable them to maintain highest level of service standards to the utmost satisfaction of its esteemed customers.
