

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO : 2889**  
(TO BE ANSWERED ON THE 27<sup>th</sup> March 2023)

**USE OF AI TECHNOLOGY IN STREAMLINING CHECK-IN  
PROCEDURES IN AIRPORTS**

2889. SHRI A. A. RAHIM

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

- (a) whether Government has taken cognisance of inordinate delays faced by travellers at various airports, if so, the steps Government plans to take in this regard;
- (b) Whether Artificial Intelligence (AI) is being used for streamlining these procedures, if so, the details thereof; and
- (c) if not, whether there is any plan for bringing the use of AI technology in management of airports and the details thereof?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a): At few airports, there have been instances of passengers facing difficulties and longer wait time in processing at security check and immigration. All efforts are made by all stakeholders to ensure that all passengers catch their flights. This includes deputing traffic marshals, placing waiting time display boards, deployment of additional CISF manpower, placing additional X-ray machines for baggage check etc.

(b) & (c): No, Sir. Equipping airports with emerging technologies in airport management is an ongoing process. AI has certain utility and is being used accordingly.

\*\*\*\*\*