

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 664
(TO BE ANSWERED ON THE 2nd December 2024)**

FEES CHARGED BY AIRPORT LOUNGES

664. SMT PRIYANKA CHATURVEDI

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

- (a) the measures taken by the Airport Authority of India and the Directorate General of Civil Aviation (DGCA) to keep a check on;
- (b) exorbitant fees charged for lounge access by airlines at airports;
- (c) quality of food provided by airlines through lounges and in-flight meals; and
- (d) hygiene standards for airport lounges and flights?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) & (b): Airports Authority of India (AAI) awards concessions to operate Executive Lounges through tenders at its airports. Such lounges are accessible by the Business class as well as walk in passengers and the lounge operator may have arrangement with the Airlines to give complimentary access to the Executive Lounge facilities as per the mutually agreed terms and conditions. Lounges directly operated by Airlines are not available at AAI Airports.

(c) & (d): The quality of food offered in the lounge is a function of the mutually agreed terms and conditions between the Airlines and the Lounge Operators. Quality of inflight meals offered by Airlines is monitored on the basis of the mutually agreed terms and conditions between Airlines and Flight Kitchen Operators. Further, AAI has defined service standards in all the concessions pertaining to Executive Lounges at its Airports. This includes penal provisions such as penalties and termination of concession, in case of non-adherence to these standards. Hygiene standards of flights are maintained by the concerned Airlines only.
