

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
STARRED QUESTION NO : 167
(TO BE ANSWERED ON THE 17th March 2025)**

SHORTAGE OF CHECK-IN COUNTERS AT MAJOR AIRPORTS

*167. SMT PRIYANKA CHATURVEDI

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

- (a) the measures taken by Government to ensure that adequate non-digiyatra check-in counters are available for passengers at major airports, including Delhi, for both international and domestic flights;
- (b) the number of passengers who missed their flights despite reaching on time due to shortage of airport staff at check-in counters, since 2021, State-wise, year-wise and airline-wise;
- (c) whether Government has any guidelines for the minimum number of check-in counters that should be available for passengers, depending on passenger traffic; and
- (d) if so, the details thereof, and if not, the reasons therefor?

ANSWER

MINISTER OF CIVIL AVIATION

(Shri Kinjarapu Rammohan Naidu)

(a) to (d): A statement is laid on the table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (D) OF RAJYA SABHA STARRED QUESTION NO. 167 FOR REPLY ON 17.03.2025 REGARDING "SHORTAGE OF CHECK-IN COUNTERS AT MAJOR AIRPORTS" ASKED BY SMT. PRIYANKA CHATURVEDI

(a): The number of Check-in counters at airports is linked to the peak hour passengers that a terminal is expected to handle. At present, there are adequate Check-in counters at major airports including Delhi airport which had 343 counters in December, 2024.

Notwithstanding above, Government regularly reviews the state of infrastructure facilities including availability of check-in counters at major airports to take necessary steps for de-congestion. Airlines are also advised to deploy sufficient manpower at all check-in/baggage drop in counters to ensure seamless operations. A number of technological interventions such as Digi Yatra, Web check-in, Self Baggage Drop, installation of additional XBIS/ATR machines etc have been made to handle peak hour passengers.

(b): No such data is maintained as there are number of reasons for missing of the flights by passengers. A majority of passengers do web check-in from their electronic devices and get the Boarding Passes. Further, self-baggage drop facilities are also available at the major airports. Therefore, passengers are necessarily not required to go to check-in counters. Further, in case of exigencies and for the passengers who are unable to do their check-in and baggage drop, airline operators man additional counters, as required.

(c) & (d): Per se there is no fixed standard for allocation of area for performance of the functions at airport terminal buildings. Utilization of the terminal area varies from airport to airport depending upon the passenger and cargo handling capacity, viability of the airport, etc. However, generally airport terminals are developed for optimum level of service as mentioned in International Air Transport Association (IATA) Airport Development Reference Manual (ADRM), etc. This manual provides guidance to allocate space for various functions including check-in counters based on passenger traffic and on the "Peak Hour" demand at the airport.

Check-in counters are sized by airports using norms for terminal planning as per IATA.

The number of counters is linked to the peak hour passengers that a terminal is expected to handle. Allocation of counters is arrived through structured and regular discussions between airport and airlines.

Further, various Key Performance Indicators (KPIs) including maximum time taken at Check-in Counters to avoid the queue have been provided in the respective Contractual Agreements i.r.o the Airports run under Public Private Partnership (PPP) and these minimum requirements need to be complied by the PPP partners. Accordingly, the airport operators design and develop terminal building so as to ensure minimum service quality requirements at such airports.
