

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 20
(TO BE ANSWERED ON THE 1st December 2025)**

LACK OF PASSENGER AMENITIES AT CHENNAI INTERNATIONAL AIRPORT

20. DR. KANIMOZHI NVN SOMU

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

- (a) whether Government is aware of lack of passenger amenities like organised taxi pick-up and drop-off zones, shuttle services, waiting areas outside airport etc., at Chennai International Airport;
- (b) whether Government or Airports Authority of India (AAI) has undertaken any independent assessment of passenger satisfaction and service quality at the airport; and
- (c) the details of steps being taken to improve cleanliness, terminal layout, passenger experience and traffic management of pick-up/drop-off lanes, including the role of Chennai airport Authority in implementing the improvements in both domestic and international terminals?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Murlidhar Mohol)

(a): At Chennai International Airport, an organised pick-up zone for all commercial vehicles has been provided at the Multi-Level Car Parking (MLCP) in the Aerohub (West) complex. Terminals 1 and 4 are connected to the metro station, MLCP through a walkalator system and free buggy services operate from the arrival kerbside to the MLCP. All vehicles are permitted to drop passengers at terminal departure kerbsides. Covered waiting areas with seating, drinking water and other basic amenities are available outside all terminals and at the MLCP.

(b): Chennai Airport is assessed under the Airports Council International's Airport Service Quality (ASQ) programme. Its average ASQ scores were 4.90 in 2023 and 4.91 in 2024, compared to global averages of 4.30 and 4.33 respectively.

(c): Terminal cleanliness is maintained through round-the-clock housekeeping with mechanised support and enhanced cleaning during peak hours. AAI has also strengthened passenger amenities, including baby-care rooms, free Wi-Fi, charging

points, recliner seating and helpdesks. DigiYatra has been introduced at domestic terminals. Vehicle movement is jointly regulated by traffic marshals, parking staff and State Police to ensure orderly use of pick-up and drop-off lanes.
