

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO. : 1794
TO BE ANSWERED ON THE 9th March 2026

**WELFARE MEASURES FOR AVIATION PERSONNEL WORKING IN
TAMIL NADU**

1794. DR. M. DHANAPAL

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

- (a) whether Government support and welfare measures for aviation personnel working in the State of Tamil Nadu airports to ensure healthcare, housing and livelihood opportunities;
- (b) the schemes implemented for medical facilities at airports Authority of India residential colonies in Chennai, housing support for staff attached to Madurai airport and training programmes at Coimbatore airport to strengthen the delivery of welfare initiatives; and
- (c) Government's plans to expand grievance redressal systems for airport staff, improve monitoring of welfare projects across Tiruchirappalli and Salem and integrate personnel welfare measures into social security frameworks for aviation workers in the State of Tamil Nadu?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

(a): The Airports Authority of India (AAI) provides various welfare measures for aviation personnel working at airports in Tamil Nadu to ensure healthcare, housing and overall well-being. AAI officials are provided with medical facilities, including both inpatient (IP) and outpatient (OP) treatment, as well as coverage for chronic and critical illnesses, through a network of empanelled hospitals. Residential quarters are available at various airports for employees, and House Building Advance is also provided to eligible officials as per the applicable rules.

(b): At Chennai, AAI officials are provided with medical facilities through empanelled hospitals. In addition, regular medical camps are organised at the AAI Residential Colony for the welfare of employees and their family members.

At Madurai Airport, a Staff Residential Colony has been provided for AAI personnel, comprising 33 staff quarters to support housing requirements.

At Coimbatore International Airport, training and welfare programmes on employee well-being, social security awareness, first aid, yoga etc. are conducted locally as well as through

virtual mode, with employees also nominated for training at the Indian Aviation Academy and the Regional Training Centre, Chennai.

(c): AAI has established a Grievance Redressal Mechanism with Local and Regional/Corporate Grievance Officers to address employee grievances within a defined timeline. The grievance redressal system has been integrated into the Employees Support Services (ESS) Portal for systematic and time-bound handling of grievances.
