

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 1504  
(To be answered on the 9<sup>th</sup> March 2017)

FACILITIES TO PASSENGERS AT AIRPORTS

1504. SHRI BHARTRUHARI MAHTAB

Will the Minister of CIVIL AVIATION  
नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has received complaints from the passengers and the representatives of the people regarding poor hygiene/deficient services/ negligence of duties at various airports of the country during each of the last three years;
- (b) if so, the details thereof and the reasons therefor along with the action taken/being taken by the Government on such complaints, airport/year-wise;
- (c) whether the Government has conducted any enquiry/inspection in this regard, if so, the details thereof and if not, the reasons therefor;
- (d) the mechanism put in place by the Government to monitor standards of hygiene/services at airports and to resolve complaints related thereto;
- (e) whether such deficiency in services have been reported in the Airport Quality Service Survey and Customer Satisfaction Index Survey during the said period; and
- (f) if so, the details thereof along with the corrective steps taken/being taken by the Government in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION  
नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) & (b): Yes, Madam. Airport/year-wise details of complaints received during the last three years are at Annexure-I. Airports Authority of India (AAI) takes immediate corrective steps to resolve the complaints as and when received.

(c): Regular inspection is conducted by concerned Airport directors and monitored by Regional Executive Directors and the Corporate Headquarters at AAI.

(d): There are various mechanisms to monitor standards of hygiene/services at airports and resolution of complaints namely Centralized Public Grievance Redress and Monitoring System (Web Portal), Air Sewa Portal (web portal and App also) for single window solution, Complaint and Suggestion Boxes, Complaint Register/Book etc. Further a Public Grievance Officer has also been posted at each airport under the control of Regional Head Quarter for handling day-to-day complaints and reporting the same to Central Head Quarter (CHQ) for improvement and monitoring. Also, under the Mission Swachh Bharat, AAI has put in a mechanism of forming a committee at the airports for instituting a system of internal checks of cleanliness standards.

(e) & (f): Improvement in standards of cleanliness/ hygiene at all airports is a continuous process. However, the ASQ (Airport Service Quality) and CSI (Customer Satisfaction Index) Survey reports are analysed and deficiencies observed in the survey reports are taken up on the priority by AAI, CHQ with the respective airports for corrective action. The ASQ score for airports of Airports Authority of India (AAI) is 4.55, which is higher than the global average score of 4.15 for the year 2016.

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## Public Grievances for 2014, 2015 and 2016

Airport	2016	2015	2014
Chennai चेन्नई	135	105	102
Kolkata कोलकाता	102	102	73
Bagdogra बागडोगरा	16	10	3
Bhubaneswar भुवनेश्वर	141	126	72
Gaya गया	0	3	0
Patna पटना	120	74	60
Port Blair पोर्टब्लेयर	1	1	0
Raipur रायपुर	135	126	108
Ranchi रांची	80	90	78
Agartala अगरतला	39	33	47
Barapani बारापानी	0	0	2
Dibrugarh डीब्रुग	11	18	15
Dimapur दीमापुर	2	0	0
Guwahati गुवाहाटी	35	39	28
Imphal इम्फाल	14	8	4
Jorhat जोरहाट	7	0	4
Lilabari(Lakimpur), लीलाबारी(लकीमपुर)	0	0	0
Silchar सिल्चर	5	9	2
Tezpur तेजपुर	1	0	0
Agra आगरा	13	2	0
Allahabad इलाहाबाद	4	0	0
Amritsar अमृतसर	93	83	51
Bhuntar भुंतर	1	1	0
Chandigarh चंडीगढ़	50	17	17
Dehradun देहरादून	32	21	22
Gaggal गगल	1	31	33
Gorakhpur गोरखपुर	3	0	0
Gwalior ग्वालियर	2	0	11
Jaipur जयपुर	169	190	174
Jaisalmer जेसलमेर	0	0	0
Jammu जम्मू	28	19	4
Jodhpur जोधपुर	17	12	0
Kanpur कानपुर	2	0	0
Khujrao खुजरहो	0	0	0

Kota कोटा	0	0	0
Leh लेह	2	1	18
Lucknow लखनऊ	66	51	74
Ludhiana लुधियाना	0	0	0
Panthagar पंत नगर	1	5	0
Pathankot पठानकोट	0	0	0
Shrinagar श्रीनगर	43	12	7
Simla शिमला	0	0	0
Udaipur उदयपुर	37	16	12
Varanasi वाराणसी	89	48	17
Agatti आगाति	0	0	4
Belgaum बेलगाम	24	4	1
Calicut कालीकट	46	38	57
Coimbatore कोयम्बतूर	127	124	114
Hubli हुबली	3	1	0
Madurai मदुरै	25	36	43
Mangalore मंगलौर	149	127	89
Mysore मैसूर	0	0	0
Rajamundry राजामुंदरी	19	12	1
Salem सेलम	0	0	0
Tirupati तिरुपति	45	9	18
Trichy तिरुची	89	66	29
Trivandrum त्रिवेन्द्रम	115	100	74
Tuticorin तुतिकोरिन	0	1	0
Vijayawada विजयवाडा	38	61	31
Vizag विशाखापत्तनम	39	49	38
Ahmedabad अहमदाबाद	390	337	308
Aurangabad औरंगाबाद	19	20	23
Bhavnagar भावनगर	10	8	6
Bhopal भोपाल	79	79	40
Bhuj भुज	26	19	16
Goa गोवा	32	51	16
Indore इन्दौर	45	47	40
Jabalpur जबलपुर	8	13	18
Jamnagar जाम नगर	1	23	33
Juhu जुहु	4	0	1
Kandla कान्डला	0	0	0
Keshod केशोद	0	0	0

