

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 2892  
(To be answered on the 4<sup>th</sup> January 2018)**

**HELP DESK/ASSISTANCE CENTRES AT AIRPORTS**

**2892. SHRIMATI V. SATHYA BAMA**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Government has established any Help Desk or Assistance Centre in every airport of our country to deal with those passengers who are victims of assault or misbehaviour or molestation or mishandling either by co-passengers or airline staff, keeping in view the increasing number of such cases;**
- (b) if so, the details thereof, airport-wise; and**
- (c) if not, the reasons therefor and the steps taken to sort-out the passengers problem within a short span of time?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(Shri Jayant Sinha)**

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**(a) : Yes, Madam. Help Desks are established at all operational airports of Airports Authority of India (AAI).**

**(b) & (c) : At 53 airports of AAI where Central Industrial Security Force (CISF) is deployed, the Help Desks are manned by CISF. At the remaining 40 operational airports of AAI, the Airport Manager/Terminal Manager provides necessary assistance and guidance to the passengers in co-ordination with Airport Security Unit (APSU) manned by Security Staff/State Police. List of 53 CISF manned airports and 40 APSU manned airports are at Annexure-I and Annexure-II respectively.**

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LIST OF HELP DESK AT CISF MANNED AAI AIRPORTS

ANNEXURE-I

S.No.	AIRPORT
<b>NORTH EAST REGION</b>	
1	AGARTALA
2	DIBRUGARH
3	DIMAPUR
4	GUWAHATI
5	IMPHAL
6	JORHAT
7	LILABARI
8	SHILLONG (BARAPANI)
9	SILCHER
10	TEJPUR
<b>EASTERN REGION</b>	
11	BHUBANESHWAR
12	BAGDOGRA
13	GAYA
14	KOLKATA
15	PATNA
16	PORTBALIR
17	RAIPUR
18	RANCHI
<b>WESTERN REGION</b>	
19	AHMEDABAD
20	AURANGABAD
21	BHAVNAGAR
22	BHOPAL
23	BHUJ
24	GOA
25	INDORE
26	PORBANDAR
27	PUNE
28	RAJKOT
29	VADODARA
30	DIU
<b>SOURTH REGION</b>	
31	CALICUT
32	CHENNAI
33	COIMBATORE
34	MADURAI
35	MANGALORE
36	TIRUPATI
37	TRIVANDRUM
38	TIRUCHIRAPALLI
39	VIZAG
<b>NORTH REGION</b>	
40	AGRA
41	AMRITSAR
42	CHANDIGARH (CHIAL)
43	DEHRADUN
44	GWALIOR
45	JAIPUR
46	JODHPUR
47	KANPUR
48	KHAJURAHO
49	KULLU (BHUNTAR)
50	LUCKNOW
51	SHIMLA
52	UDAIPUR
53	VARANASI

ANNEXURE - II

LIST OF AIRPORTS WHERE STATE POLICE (APSU)  
DEPLOYED OTHER THAN CISF

S.No.	AIRPORT
<b>SR</b>	
1	AGATTI
2	HUBLI
3	RAJAMUNDRY
4	VIJAYWADA
5	TUTICORIN
6	BELGAUM
7	BEGUMPET
8	MYSORE
9	SALEM
10	PONDICHERRY
11	KADAPA
<b>NR</b>	
12	ALLAHABAD (C.E.)
13	GORAKHPUR (C.E.)
14	JAISALMER (C.E.)
15	KANGRA
16	JAMMU (C.E.) #
17	SRINAGAR (C.E.)#
18	LEH (C.E.) #
19	ALLAHABAD (C.E.)
20	LUDHIANA (C.E.)
21	KOTA
22	KISHANGARH
23	PANTNAGAR (C.E.)
24	PATHANKOT (C.E.)
25	BHATINDA
<b>WR</b>	
26	JABALPUR
27	SURAT
28	KESHOD
29	JUHU
30	KOLHAPUR
31	SHOLAPUR
32	GONDIA
33	JAMNAGAR (C.E.)
34	KANDLA
35	JALGAON
<b>ER</b>	
36	PAKYONG
37	COOCH BEHAR
38	BILASPUR
<b>NER</b>	
39	TEZU
40	JHARSUGUDA
Legend :	
# Apart from J&K Police Strength CRPF is also deployed.	