

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2240
(To be answered on the 8th March 2018)**

Difficulties Faced by Passengers at Delhi Airport

2240. SHRI MANSHANKAR NINAMA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the passengers are facing difficulties at Indira Gandhi International (IGI) Airport, Delhi since the last few years;
- (b) if so, the details thereof;
- (c) whether the Government has tried to find out the reasons in this regard and if so, the details thereof; and
- (d) the steps taken by the Government for disposal of problems being faced by passengers at IGIA?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) to (d) IGI Airport, through benchmarking its standards and processes with those of world class airports, has demonstrated consistent improvement in the services and amenities provided to the passengers. There are as such no major common issues faced by passenger over last few years, except a few passengers communications mentioning the gaps between their expectations and experience. These communications/feedback are suitably dealt by Delhi International Airport Ltd. (DIAL) and the other concerned agencies.
