

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 6321
(To be answered on the 5th April 2018)**

Ranking of Airports

6321. PROF SAUGATA ROY

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether any major airport in the country has been ranked first on airport service quality by Airports Council International;
(b) if so, the details thereof; and
(c) the steps being taken by the Government to improve the quality of service at various airports in the country?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): Yes, Madam.

(b): Lucknow Airport has been declared as world's top airport in the category of 'Best airport by size' in the whole Asia Pacific region among the airports handling 2 to 5 million passengers per year. Indore Airport has been declared as 'Best Airport by region' among the airports handling under 2 million passengers per year in Asia Pacific region. Ahmedabad Airport has been declared as 'Most Improved Airport' in Asia-Pacific region.

(c): Airports Authority of India (AAI) has taken following effective steps to ensure high cleaning standards of toilets/Terminal Buildings to achieve passenger satisfaction:

(i) AAI has outsourced cleaning/up-keep of toilets/terminal building to specialize cleaning agency through Quality and Cost Based Selection (QCBS) contract process. The provision of dedicated manpower in toilets has been made in contract to ensure effective cleaning.

(ii) SOPs to ensure effective cleaning and monitoring are being implemented at airports. The toilets are being renovated with new fitting/facilities at most of its airports.

(iii) New Chairs and trolleys are being procured. To reduce the check-in time at the airports and additional numbers of equipment i.e. Common User Terminal Equipment (CUTE) -160, Common User Self Service (CUSS) Kiosk-200, Scanner- 1000, MSAR/OCR Key Board-200 are being provided at all major 40 AAI airports. Further, Wi-Fi facility is being provided at 28 airports.
