

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3904
(To be answered on the 23rd March 2023)**

**PASSENGER SERVICE AT SRI GURU RAM DASS JEE
INTERNATIONAL AIRPORT, AMRITSAR**

3904. SHRI GURJEET SINGH AUJLA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

(a) whether Airports Authority of India (AAI) has any service continuity plans/backup in place for convenience of the passengers when food and beverages, business class lounges, duty free shop service provider/operator close the service abruptly as being faced at Sri Guru Ram Dass Jee International Airport, Amritsar;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(GEN. (DR) V. K. SINGH (RETD))

(a) to (c): As per the policy, when a service for convenience of passengers is closed abruptly by the service provider/operator, remedial action is initiated by the Airports Authority of India (AAI) to resume the service by inviting open tenders.

The placement of essential facilities such as Food and Beverages (F& B) is processed under contingency service with at least bare minimum outlets, for convenience of passengers on abrupt closure by the service provider.

Currently, there are five F&B licensed facilities (one with bar facility) available covering all locations of inside / outside of Terminal Building at Amritsar Airport. Additionally, Executive Lounge facility is also operational in Domestic terminal at Amritsar Airport.