

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 886  
(To be answered on the 7<sup>th</sup> December 2023)**

**CHAOS AT DELHI AIRPORT**

**886. DR. AMAR SINGH**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Government has taken cognizance of the systematic chaos at Delhi International Airport (DIAL) and the frequent and unreported incidents at other airports of the country; and**
- (b) if so, the details thereof and the steps that are proposed to be taken by the Government keeping in mind that the civil aviation authorities should focus on providing better facilities at the airports?**

**ANSWER**

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

**नागर विमानन मंत्रालय में राज्य मंत्री**

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

- 
- (a) to (b) : A number of measures/steps have since been taken to decongest the Major Airports including Delhi. These are as follows:-**
- i. Additional Traffic Marshals have been posted at the departure forecourt to avoid vehicular congestion.**
  - ii. Board displaying least waiting time along with the entry gate number has been put up at vantage points to guide passengers in advance.**
  - iii. Display boards have been installed at entry gates providing real time data regarding waiting time. The information on the same is also being shared via social media.**
  - iv. Awareness poster at the entry gate for passengers to be ready with Air ticket/ Boarding pass and Identity proof document. Dedicated staff has been deployed at the entry gate to help passengers.**
  - v. Additional entry gates have been opened for passenger entry.**
  - vi. At Delhi Airport new security zone- Zone 0 has been created inside the Terminal 3.**
  - vii. Installation and Commissioning of additional X-ray machines for baggage check to address bottleneck at security points.**
  - viii. Deployment of additional manpower by CISF has been ensured.**
  - ix. Monitoring through CCTV & Command Centre.**

- x. Use of Count Meter for Crowd Management.**
- xi. Airport operators have been advised to re-balance peak hour traffic between terminals by shifting slots to optimise flights during peak hours.**
- xii. Airlines have been advised to deploy sufficient manpower at all check-in/baggage drop counters.**
- xiii. Incoming international passengers are encouraged to fill the Disembarkation cards onboard. Manpower is being deployed by airport operators at disembarkation points to assist passengers to fill the form.**
- xiv. Air travelers are encouraged to use DigiYatra, a Biometric Enabled Seamless Travel experience based on Facial Recognition Technology. Inflight announcement to encourage usage of Digi Yatra platform are being made.**
- xv. 2D Bar code scanner has been installed at all the Entry Gates to facilitate automated entry.**
- xvi. Airlines have been advised to have full compliance to Barcode on tickets issued, to help easy flow of passengers at entry/security gates.**
- xvii. Monitoring on daily basis at level of airport operators, airlines and Ministry of Civil Aviation for ensuring compliance of mitigation measures. All these measures are implemented with the utmost consideration for maintaining airport security.**

\*\*\*\*\*