

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3199
(To be answered on the 12th March 2020)**

COLLECTION OF BAGGAGE AT AIRPORT

3199. SHRI RAMESH BIDHURI

Will the Minister of CIVIL AVIATION

नागर विमानतल मंत्री

be pleased to state:-

- (a) whether the incoming passengers at the Indira Gandhi International Airport have to spend a lot of time to collect their baggage;
- (b) if so, the reasons therefor;
- (c) whether this is partly because of the inordinate long time taken by the loaders and the slow pace of drivers to carry the baggage to the baggage lifting counters;
- (d) if so, whether the Government is taking any steps so that tourists and passengers are not put to inconvenience; and
- (e) if so, the details thereof?

ANSWER

Minister of State (IC) in the Ministry of CIVIL AVIATION

नागर विमानतल मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

(a) to (e): Generally, the waiting time is within the standards provided under Operation, Management and Development Agreement (OMDA) entered into between Airports Authority of India (AAI) and Delhi International Airport Limited (DIAL). Schedule 3 of OMDA stipulates the following service quality requirements in case of baggage delivery:

Domestic- First bag 10 minutes, last bag 30 minutes from the on blocks time.

International- First bag 15 minutes, last bag 40 minutes from the on blocks time.

The baggage delivery time is monitored and certified by an internal team of DIAL which submits a quarterly report to AAI as per Schedule 3 of OMDA. In addition, the baggage delivery time is reflected in the global Airport Service Quality (ASQ) Rankings issued by Airports Council International (ACI). These rankings are published based on the passenger's feedback on 34 parameters including baggage delivery time. Since last 5 years, Delhi Airport has been ranked among top 5 airports in more than 40 million passenger per

anum (mppa) category across the world in the ASQ rankings.

Further, DIAL has put in place state-of-the-art infrastructure towards baggage handling system. Baggage delivery is performed by airlines either through self-appointed contractors or through 3rd party Ground Handling Agents appointed by airport operator through competitive bidding.
