

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1430
(To be answered on the 13th February 2025)**

**INFRASTRUCTURAL INADEQUACIES AT SHRI GURU RAM DASS JEE
INTERNATIONAL AIRPORT**

1430. SHRI GURJEET SINGH AUJLA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government is aware of infrastructural inadequacies at Shri Guru Ram Das Jee International Airport, including its handling capacity of only 1,960 passengers per hour along with inability to accommodate projected growth in passenger traffic/flights and if so, the details thereof;
- (b) the measures being undertaken by the Government to modernize/expand the airport infrastructure;
- (c) whether the Government is incorporating future projections for the next twenty years into planning and if so, the details thereof;
- (d) whether the Government has received complaints regarding harassment of passengers by ground handling staff and if so, the details thereof along with the corrective measures taken in this regard;
- (e) the steps being implemented to address exploitation of wheelchair-bound passengers and to ensure their comfort during travel experience;
- (f) whether the Government is investigating allegations of malpractices by parking contractors, as overcharging/manipulating pick/drop areas and if so, the details thereof along with the actions taken to address such exploitation; and
- (g) whether the Government proposes to provide better facilities for CISF personnel and their families by providing accommodations, recreational amenities and other essential services at Amritsar Airport and if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Murlidhar Mohol)

(a) to (c): To address the increasing passenger traffic, the Airports Authority of India (AAI) has undertaken the expansion and reconfiguration of the existing terminal building at Amritsar Airport, adding approximately 10,000

square meters to its area. Post-expansion, the terminal's peak hour passenger handling capacity is expected to rise from 1600 to 2000 passengers.

Furthermore, the expansion and upgradation of airports is a continuous process and is undertaken by AAI and other Airport Operators, from time to time, based on factors such as traffic demand, availability of land, commercial viability, socio-economic considerations, and the willingness of airlines to operate to/from these airports.

(d): No complaints regarding harassment of passengers by ground handling staff at Amritsar Airport have been received by the Airports Authority of India. However, to ensure prompt resolution of any passenger concerns, contact numbers for the Duty Terminal Manager and Central Industrial Security Force (CISF) Control Room are displayed at prominent places inside terminal building. Additionally, dedicated help desk counters have been positioned at both the departure and arrival terminals.

(e): The Government has published Accessibility Standards and Guidelines for Civil Aviation, which provide a comprehensive framework for educating and guiding airport operators, airlines, security agencies, and other stakeholders in the design, planning, and implementation of accessible infrastructure at airports. These guidelines are aimed at ensuring that passengers with disabilities and reduced mobility can move safely and independently within airport premises and avail all facilities. The provisions include wheelchair assistance, buggy services, accessible restrooms, adapted departure/arrival gates, dedicated check-in counters, priority security screening, and designated assistance vehicle pick-up/drop-off points.

(f): The Airports Authority of India (AAI) thoroughly investigates all complaints against parking contractors regarding overcharging, manipulation of pick-up/drop-off areas, and other irregularities. Appropriate corrective and punitive measures are then implemented against the contractor in accordance with the provisions of the concession agreement.

(g): AAI has provided bachelor accommodation, with all necessary amenities, at Amritsar Airport for eligible CISF personnel, covering 55% of the sanctioned strength. The remaining 45% of the personnel are availing House Rent Allowance (HRA) as per Government of India rules.
