

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1030  
ANSWERED ON:28.07.2003  
MAINTENANCE AT AIRPORTS  
UMMAREDDY VENKATESWARLU

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the AAI is responsible for maintenance of all the airports in the country;
- (b) if so, whether the AAI has failed to maintain facilities of high standard at various airports particularly at Hyderabad;
- (c) whether the public facilities lack in the Hyderabad Airport;
- (d) if so, whether any system to assess the standard and efficiency of airport management by AAI exists;
- (e) if so, the details thereof; and
- (f) the steps proposed to be taken by the Government to obviate these problems?

**Answer**

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION ( SHRI RAJIV PRATAP RUDY )

(a): Yes, Sir.

(b): No, Sir. The facilities provided at Hyderabad airport are considered sufficient to handle the volume of passengers using this airport. However, certain improvements are being undertaken at this airport with a view to improve the passenger facilities at the terminal buildings. Certain operational improvements such as extension and resurfacing of runway, apron, construction of a parallel taxi-track & canopy on the city side and improvements to the terminal building so as to increase the efficiency of the airport.

(c), (d) & (e): No, Sir. However, AAI has engaged the services of an outside agency for conducting customer satisfaction surveys at selected airports in the country. Based on their feedback, improvements are carried out to the various passenger facilities provided at the airports.

(f): Upgradation and improvement of the passenger facilities at airports is a continuous process and undertaken based on operational requirements and expansion plans of the airports, traffic requirements and feedback received from customer satisfaction surveys.