

3-Air Transport, Series 'M', Part-IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights".

Further, adequate number of check-in counters of airlines are available round the clock to facilitate and ensure smooth check-in process. Web check-in and mobile check-in facility is available for passengers for self check-in from convenience of their home/office. At major airports, self service kiosk check-in facility is also available for passengers.

Further, in the competitive environment where the interest of the passengers are of paramount importance to the airline operators and in order to achieve on-time performance by the airlines as well, it is in the interest of the airlines to facilitate fast check-in at the airports. The Airport Operators, however, ensure that sufficient space is provided to the airlines for their check-in counters at the airports to avoid inconvenience to the passengers.

Development of airports under PPP programme

335. SHRI K. RAHMAN KHAN: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Government is planning to build six airports under the Public Private Partnership (PPP) programme;

(b) if so, which are the States where these airports are proposed to be built; and

(c) what is the total cost of building the six airports and by when is it proposed to be completed?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) No, Sir. Government is not planning to build six airports under the Public Private Partnership (PPP) programme.

(b) and (c) Do not arise in view of (a) above.

Data of complaints made by passengers

336. SHRI HARIVANSH: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Ministry has maintained any data of complaints made by passengers travelling in various airlines in the country;

(b) if so, what is the total number of such complaints received from air passengers in the year 2017; and