

## WRITTEN ANSWERS TO UNSTARRED QUESTIONS

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
Rajya Sabha  
UNSTARRED QUESTION NO. : 1281  
TO BE ANSWERED ON THE 19th December 2022  
DECONGESTION AT IGI AIRPORT**

**1281. SHRI SANJEEV ARORA**

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

**(a) the steps Government is planning to take for decongestion of IGI Airport especially Terminal 3; and**

**(b) whether there is long waiting in security and immigration and the details and the reasons thereof?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION (GEN. (DR) V. K. SINGH (RETD))**

**(a) & (b) The Steps taken for decongestion at IGI Airport are as under:-**

**i) Additional Traffic Marshals have been posted at the departure forecourt to avoid vehicular congestion**

**ii) Board displaying least waiting time alongwith the entry gate number has been put up at Naka point to guide passengers in advance**

**iii) Display boards installed at all departure entry gates providing real time data regarding waiting time. The information on the same is 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) Two Additional entry gates have been opened for passenger entry**

**vi) Deployment of additional manpower by CISF done**

**vii) Deployment of additional X-ray machines for baggage check**

**viii) Monitoring through CCTV & Command Centre**

**ix) Use of Count Meter for Crowd Management**

**x) Airport operator advised to reduce flights during the peak hour at T3 or shift them to other two terminals**

**xi) Airlines advised to deploy sufficient manpower at all check-in/baggage drop counters**

**xii) Air travelers encouraged to use DigiYatra, a Biometric Enabled Seamless Travel experience based on Facial Recognition Technology**

**xiii) Airlines advised to have full compliance to Barcode on tickets issued to help easy flow of passengers at entry/security gates.**

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