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CHENNAI AIRPORT :: CHENNAI 600 027

P R E S S   R E L E A S E

**Visit of Hon'ble Minister of Civil Aviation and Minister of State for  
Civil Aviation to Chennai Airport**

September 28, 2014: Hon'ble Minister for Civil Aviation and Minister of State for Civil Aviation, New Delhi inspected the key infrastructural facilities of the Chennai Airport on 27<sup>th</sup> September, 2014. During the inspection, Chairman, AAI, New Delhi along with local officials and Stakeholders were also present.

It may be recalled that HMCA wanted to personally visit the Chennai Airport based on the various complaints received by the Minister through media and Stakeholders, regarding deficiencies in development of infrastructure as well as deficiency in maintenance standards of Chennai Airport. As part of the reviewing process, HMCA went around all the locations of the Airport such as Domestic Departure and Arrival Halls, walked through the city side entire terminal corridor, inspected the new international departure, existing terminal, Immigration and Customs areas, air side corridor etc. Also covered almost all the facilities including Air Cargo Complex and Fire Station.

On extensive survey of the area and detailed inspection of the facilities, HMCA expressed that Airports Authority of India has fairly attended to the deficiencies notified during the surprise visit carried out by the Ministry officials wherein there is ample scope for further improvement in cleanliness of Terminals, maintenance of wash rooms and over all interior ambience, which should be done on sustained basis to improve the customers perception. HMCA also remarked that though the improvement is visible, he has directed AAI officials to look into the infrastructural issues where AAI can immediately take required action to ease the congestion in the Security Hold Area of Domestic and Security Check points. HMCA also gave valuable suggestions for improvement of passenger sitting areas by realigning certain concessionaire's kiosks so that the passenger flow area in the passages can be wider for comfort of movement and spacious feel.

HMCA advised AAI that infrastructural improvements of any sort which can benefit travelling passengers should be taken up immediately as Chennai Airport is one of the flagship Airports of AAI and main gateway Airport to South India. Also advised that since Chennai Airport lacks the green posture, AAI should engage a professional Horticultural Consultant to give a facelift for development of greenery on air side of Terminal Buildings and in the vertical garden area.

During the inspection, HMCA interacted personally with passengers at random and obtained one-to-one feedback regarding their experience of Chennai Airport. The passenger feedback was found to be fairly positive and however few passengers requesting for more food and beverage outlets. Certain passengers also expressed that there was scope for Authorities to improve the facilities related to hygiene in washrooms. Chairman, AAI briefed HMCA that the facilities related to washrooms shall improve further as AAI has already placed modified Upkeep and Janitorial services. The new agency is in the process of mobilizing men and machinery. The Chairman, AAI also briefed HMCA that the Master Concessionaire who is providing Food & Beverage outlets at Chennai Airport shall provide additional F&B outlets, as per the contract agreement, in forthcoming months and considerable improvement in options and varieties of F&B outlets for travelling passengers will be visible in couple of months.

While concluding the inspection, HMCA reiterated and emphasized that though AAI cannot do much into the deficiencies in the design of the Terminal Building, an effort can always be put into minor modifications to bring more spacious relief to travelling public. Chairman, AAI agreed to look into all the HMCA's suggestions and assured that the necessary actions shall be taken on priority and reiterated AAI endeavor to continuously strive to achieve higher Airport Service Quality (ASQ) ratings.



Shri Ashok Gajapathi Raju, Union Minister of Civil Aviation, Shri GM Siddeshwara Minister of State for Civil Aviation alongwith Shri Sudhir Raheja, Chairman AAI and other senior officers of Chennai Airport during inspection of the infrastructure facilities at the airport on 27 September 2014