

MTNL strike disrupts IGI operations

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New Delhi: IGI Airport faced massive problems due to the MTNL strike on Monday as airlines had to carry out several tasks manually, including issuing of boarding cards, that led to several flights getting delayed by up to two hours.

Sources at the airport revealed that with no internet facilities available, airlines had a tough time managing passengers. "The problem arose in the morning when the lines failed and we had no access to the internet. The staff was caught completely off-guard and all work came to a standstill for a short while. Eventually we had to start issuing boarding cards manually. This took a lot of time and many flights scheduled for the early part of the day were delayed," said an airline official.

Delhi International Airport (P) Ltd (DIAL) officials confirmed that there were no problems with the airport infrastructure but that all MTNL lines were down. Sources



CASCADING EFFECT: Airlines were forced to issue boarding cards manually

also said that telephone lines within the airport were also not functional. "We were able to receive calls but it was not possible to make outgoing calls. There are several officials whose mobile numbers we do not have and contact them on the internal line. This was not possible on Monday and led to severe chaos, specially since the airport has been seeing a lot of VIP movement in the past few days," said an airport official.

DIAL officials also said that some airlines had a backup, though airlines said that no such facility had been provided. "The internet is used for some extremely important and essential work and it is strange that there is no back-up for the same. The new terminal 1D was specially affected as passengers kept arriving and it was taking just too long to check them in," said the spokesperson of a private airline. Some airlines were finally able to get their system back in order by evening though the confusion prevailed all day long.

toireporter@timesgroup.com