

Indian Airlines Services

378. PROF. UMMA REDDY VENKATESWARLU: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether attention of the Government has been drawn to the news-items appearing in the Indian Express dated June 25, 1992 regarding decline in Indian Airlines services;

(b) if so, the facts thereof; and

(c) the steps proposed to be taken by the Government in this regard?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) Yes, Sir.

(b) Incidents of flight delays/disruptions, industrial unrest, lack of coordination between inter related departments, shortage of aircrafts spares, shortcomings in aircraft maintenance and passenger handling of Indian Airlines have been mentioned in the news report.

(c) Indian Airlines has taken steps to improve operational reliability by

- (1) close monitoring of on-time performance
- (2) rationalisation of schedule incorporating revised block time and increased ground time as cushion between flights
- (3) review of action taken for rectification of snags at regions as well as headquarters.
- (4) dialogue with employee unions to improve productivity
- (5) close interaction with manufacturers of spares for supply in time
- (6) streamling of customer services in

the areas of reservation, flight information, airport handling of passengers and baggage

- (7) improvement of inflight catering services.

Modernisation of Airports

*379. SHRI SANAT KUMAR MANDAL: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) the present stage of implementation of the airport modernization plan by the National Airports Authority (NAA) for 12 secondary airports and air traffic control facilities in Delhi and Bombay;

(b) the reasons for not including Calcutta in this modernization programme and providing adequate safety measures there;

(c) the details of financial offers made by individual bidders and those selected for the various contracts in this regard;

(d) whether any contract is being given to the Bharat Electronics Ltd. (BEL);

(e) if not, the reasons thereof; and

(f) the quantum of financial aid expected to be given by various countries and the soft loan financing to be arranged by these foreign tendering companies and their readiness to transfer technology to BEL?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) The National Airports Authority has drawn up conceptual plans for expansion/construction of terminal building for 11 out of 12 airports being developed as model airports. The terminal building recently commissioned at Coimbatore does not require any immediate expansion.

The process of evaluation of bids for modernization of Air Traffic Control Services at Delhi and Bombay airports is in progress.