

DRAKAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government propose to revamp the postal service; and

(b) if so, the details thereof?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) and (b). Sir, the post office being a service oriented organisation efforts are made continuously to enhance the relevance of the organisation to the people;

- (1) Efforts are made with the use of modern technology to improve the efficiency of the counter service by measures like introduction of computer based multipurpose counter machines and computerisation of Post Office Savings Bank Transactions;
- (ii) For expediting mail transmission automatic sorting machine is being installed at Bombay to start with. Measures are taken to obtain better quality hand stamps for meeting the quality of date stamp impressions.
- (iii) the inspection procedures, monitoring of the services and interaction with the public have been streamlined.
- (iv) a social audit panel headed by Justice P.N. Bhagawati former Chief Justice of India and consisting of distinguished persons from different walks of life as members has been constituted to look into public perception of the service;
- (v) to improve the customer satisfaction and redress the grievances,

Dak Adalats are held at various levels periodically.

- (vi) efforts will continue to make the postal services easily available to the people in remote areas.

Vijayawada Airport

3881. SHRI BOLLA BULLI RAMAIAH:
SHRI SOBHANADREESWARA RAO VADDE:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether there is any proposal to develop Vijayawada Airport;

(b) if so, whether the requisite land has been acquired;

(c) if so, the estimated amount involved;

(d) the time by which it is likely to be taken up; and

(e) if not, the reasons therefor?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) to (e). Although the State Government has handed over some land for extension of runway at Vijayawada airport, the proposal to develop this airport can not be taken up by the National Airports Authority in the near future due to financial constraints.

Cancellation/delay of Indian Airlines Flights

3882. SHRI MOHAN RAWALE:
SHRI GEORGE FERNANDES:
SHRI VISHWANATH SHASTRI: