

Dislocation in Air Services of Indian Airlines during the last three months

2672. SHRI SAMAR GUHA :

DR. RANEN SEN :

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

(a) whether the Indian Airlines services are now-a-days getting dislocated very frequently and their delay in departures and arrivals have become daily features almost on all routes;

(b) if so, the number of such dislocations in Airlines services all over India during the last three months and irregu-

larities in their departure and arrival during the same period ;

(c) the reasons for such dislocations of air services and irregularities in their departures and arrivals; and

(d) the steps taken or proposed to be taken to regularise air services ?

THE MINISTER OF TOURISM AND CIVIL AVIATION (DR. KARAN SINGH) : (a) and (b). The total number of delays (15 minutes and above) and cancellations of Indian Airlines services during the months April, May and June, 1972 are given hereunder :

Months 1972	No. of planned take-offs	No. of delays	No. of cancellations	Regularity percentage 'On Time' departure)
April .	7921	2550	174	65.37
May .	8200	2933	151	62.39
June	8087	3522	280	52.99

(c) Reasons for unpunctuality included technical snags, go-slow tactics adopted by the maintenance engineers and an unusually large number of bird hits. In June bad weather accounted for a sizeable proportion of the delays and cancellations.

(d) Delays due to bad weather are beyond control. As regards delays due to engineering snags and other factors, constant efforts are being made by the Corporation to minimise them.

Improvement in Bank Services

2673. SHRI B. K. DASCHOW-DHURY :

SHRI PRABODH CHANDRA :

Will the Minister of FINANCE be pleased to state :

(a) whether any special measures have been taken by Government to improve the bank services in the country; and

(b) if so, the salient features thereof and the progress achieved in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI K. R. GANESH) : (a) and (b). The banks themselves have been taking measures to improve service to their customers. They have taken various steps to rationalise their lending procedure, such as simplification of forms, use of regional language in such forms, increase in the discretionary powers to the dealing officers, improvement in the procedure of collection of outstation cheques, drafts etc.

The Banking Commission has made certain recommendations for improving and modernising the operating methods and procedures of commercial banks. The recommendations are under the consideration of Government.

Non-payment of over-time Allowance to Employees of Income Tax Department, Delhi

2674. SHRI B. K. DASCHOW-DHURY : Will the Minister of FINANCE be pleased to state :

(a) whether in the charge of Commissioner of Income-tax Delhi/New Delhi,