

**Complaints from Passengers Travelling by Indian Airlines regarding poor quality of Food served at Dinner**

1975. SHRI PRIYA RANJAN DAS MUNSI: Will the Minister of TOURISM AND CIVIL AVIATION be pleased to state:

(a) whether his Ministry is aware of the fact that several Complaints have been made by the passengers travelling by the Indian Airlines on various routes, particularly Delhi and Calcutta, regarding the poor quality of food usually served at Dinner; and

(b) if so, the remedial measures taken in this regard?

THE MINISTER OF COMMUNICATIONS AND TOURISM AND CIVIL AVIATION (SHRI RAJ BAHADUR): (a) and (b): Complaints are received from passengers from time to time regarding food served on board Indian Airlines flights including the evening flight from Delhi to Calcutta. Such complaints received from the customers are examined by Indian Airlines and efforts are made to remove the causes of these complaints and improve the service to the extent found necessary.

**Delay in the Flights of Indian Airlines under the Last Three Months**

1976. SHRI PRIYA RANJAN DAS MUNSI: Will the Minister of TOURISM AND CIVIL AVIATION be pleased to state:

(a) what are the basic reasons for the delay caused in most of the Indian Airlines flights for the last three months, particularly the flights operating in between Delhi and Calcutta; and

(b) whether any investigation has been made to find out the causes of the unscientific administrative measures of Indian Airlines?

**THE MINISTER OF COMMUNICATIONS AND TOURISM AND CIVIL AVIATION (SHRI RAJ BAHADUR):**

(a) During the period August to October, 1973, there were a total number of 245 delays (including cancellations) as against 619 take-offs planned for the period on this sector. The overall on-times performance for the period works out to 60.42 per cent.

A statement showing the number of delays due to various reasons, is laid on the Table of the House. [Placed in Library. See No. LT-5791/73].

(b) A Committee of three officers from the Operations, Engineering and Commercial Departments of the Indian Airlines meets every day after the morning departures are over and analyses the cause of delays/cancellations pertaining to that morning and the previous evening and takes remedial action wherever called for.

**Slashing of incentives for Textile Export**

1977. SHRI YAMUNA PRASAD MANDAL: Will the Minister of COMMERCE be pleased to state:

(a) whether Government have slashed incentives for textile export; and

(b) if so, the reasons therefor?

**THE MINISTER OF COMMERCE (PROF. D. P. CHATTOPADHAYA):**

(a) and (b). The Indian Cotton Mills Federation has been operating, on a voluntary basis, a Cash Assistance Scheme for export of cotton textiles. The Federation has reduced the rates of incentives on cotton textiles exports during the period October, 1973-March, 1974, in view of improved overseas realisation and market buoyancy.