

other civilian officials of the Ministry of Defence and some private contractors.

[Translation]

Starting of Rajkot Express from Jabalpur

454. SHRI DADA BABURAO PARANJPE : Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government have received representations to start Rajkot Express from Jabalpur;

(b) if so, the details thereof; and

(c) the action taken by the Government thereon?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS, MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF PLANNING AND PROGRAMME IMPLEMENTATION (SHRI RAM NAIK) : (a) to (c) Some requests including from Shri Baburao Paranjpe, MP and Shri Sartaj Singh, MP have been received for extension of 1269/1270 Rajkot-Bhopal Express upto Jabalpur. The matter was examined but not found feasible due to operational and resource constraints.

[English]

Customer Service of Indian Airlines and Air India

455. SHRI V.M. SUDHEERAN : Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government are aware of the existing poor customer service of Indian Airlines/Air India; and

(b) if so, the steps taken/proposed to be taken to improve it?

THE MINISTER OF CIVIL AVIATION AND MINISTER OF TOURISM (SHRI ANANTH KUMAR) : (a) and (b) The Government constantly reviews the customer service of the national carriers and no effort is spared in streamlining and strengthening these services. Various measures which include (i) strengthening of passenger grievances redressal machinery; (ii) provision of quality service on the flights; (iii) improvement in the passenger amenities on the ground; and (iv) on time performance are being taken from time to time.

Publicity in Print Media through DAVP

456. SHRI GEORGE EDEN : Will the Minister of INFORMATION AND BROADCASTING be pleased to state the total amount spent for the publicity in Print Media during the last year through Directorate of Advertising and Visual Publicity, Ministry-wise?

THE MINISTER OF STATE IN THE MINISTRY OF INFORMATION AND BROADCASTING AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI MUKHTAR NAQVI) : A Statement showing Ministry/Department-wise expenditure committed during the year 1997-98, through the Directorate of Advertising and Visual Publicity, is annexed.

Statement

Ministry/Department-wise Committed Expenditure during the year 1997-98

Sl. No.	Name of Ministry/Department	Committed expenditure (in Rs.)
1	2	3
1.	Ministry of Health & Family Welfare	38162847
2.	Ministry of Commerce	744122