

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

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1	2	3
3.	Ministry of Personnel, Public Grievances & Pension	84016441
4.	Ministry of Communications	18117508
5.	Ministry of Home	30737292
6.	Ministry of Environment & Forests	3690826
7.	Ministry of Food	3478484
8.	Ministry of Civil Supplies	18263
9.	Ministry of Mines	79740
10.	Department of Electronics	2016949
11.	Ministry of Civil Aviation	314440
12.	Ministry of Urban Development	11436646
13.	Ministry of Rural Development	3384571
14.	Ministry of Human Resource Development	18000769
15.	Ministry of Industry	5729836
16.	Ministry of Science & Technology	2724037
17.	Ministry of Textiles	1072475
18.	Ministry of Planning & Programme Implementation	2269710
19.	Ministry of Power	181562
20.	Ministry of Coal	35353

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1	2	3
21.	Ministry of External Affairs	416394
22.	Ministry of Tourism	79507
23.	Ministry of Ocean Development	499371
24.	Ministry of Parliamentary Affairs	149152
25.	Department of Space	5757046
26.	Department of Atomic Energy	5982865
27.	Ministry of Water Resources	2768991
28.	Ministry of Labour	5300699
29.	Ministry of Finance	35362425
30.	Ministry of Agriculture	5959176
31.	Ministry of Information & Broadcasting	98815071
32.	Ministry of Defence	61356356
33.	Ministry of Surface Transport	3610774
34.	Ministry of Welfare	4101477
35.	Ministry of Food Processing Industries	201979
36.	Ministry of Chemicals & Fertilizers	370491
37.	President Secretariat	115107
38.	Ministry of Non-Conventional Energy Sources	10100778
39.	Vice-President's Secretariat	19226
Total		46,71,78,756

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