

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4182
ANSWERED ON:12.08.2002
PROFESSIONALISM IN IA
UMMAREDDY VENKATESWARLU

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Indian Airlines has not been able to offer services at par with private airlines;
- (b) whether Indian Airlines still implemented old regulations like not honouring one-year old tickets, delay refunds and generally adopt a bureaucratic approach to passengers requests; and
- (c) if so, the steps Indian Airlines propose to initiate to improve its work culture?

Answer

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK)

- (a): Indian Airlines services and facilities are generally in line with industry practices, including those of Private Airlines.
- (b) and (c): Domestic tickets of Indian Airlines are valid for travel for one year from the date of issue. The validity of period earlier was for six months. Refund is permitted within two years from the date of issue and is effected on the basis of channel through which the ticket was purchased like cash purchase, travel agent, credit card etc.