

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1338  
ANSWERED ON:04.03.2010  
VIOLATION OF NORMS BY ATCS  
Chitthan Shri N.S.V.

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the Government is aware that the Air Traffic Controllers (ATCs) have been found guilty of not practising the prescribed guidelines for communication;
- (b) if so, the details thereof alongwith the reasons therefor;
- (c) whether the Government has received any complaints in this regard;
- (d) if so, the details of action taken by the Government thereon alongwith the efforts being made to improve the efficiency of ATCs in the country;
- (e) whether the Government has plan to privatise the ATCs services in the country;and
- (f) if so, the details thereof?

**Answer**

MINISTER OF THE STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

- (a): No specific complaint has been received.
- (b): Does not arise.
- (c) & (d): No, Madam. However, proficiency checks of controllers are carried out on regular basis to ascertain that prescribed guidelines for communication is adhered to by the controllers. Refresher Courses are conducted annually to rectify deficiencies, if any, in communication skills. As per ICAO guidelines and DGCA instructions, test for English language proficiency for ATCOs are being developed to maintain the required level of proficiency in communication.
- (e): No, Madam.
- (f): Does not arise.