

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1551
ANSWERED ON:18.11.2010
COMMUNICATION IN FLIGHTS
Bali Ram Dr.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether 80 percent of people travelling by domestic flights use Hindi as a medium of communication;
- (b) if so, the details thereof;
- (c) whether the staff of aviation companies and management posted at the airports normally use English as a medium of communication thereby causing difficulties to these passengers;
- (d) whether the websites of airline companies are in English only;
- (e) whether the notice boards and time schedule of arrival and departure of planes carry information in English only at all the Government and privately managed airports;
- (f) if so, the details thereof; and
- (g) the steps being taken by the Government for the propagation of Hindi at the airports keeping in view difficulty faced by the public?

Answer

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

(a) to (c):- Such records are not maintained.

(d):- The bilingual new website of Air India is under construction.

(e) to (f):- No, Madam.

(g) :- In Hindi speaking areas all types of announcement are done in Hindi and English both. In other areas trilingual announcement are done on airports. All the signages and sign boards are in bilingual form or in trilingual forms.

All the officers and staff have been instructed to first of all start communication with passengers in Hindi.