

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2638
ANSWERED ON:25.11.2010
QUALITY OF FOOD SERVED IN FLIGHTS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government is aware of falling standard of quality of food and upkeep of passenger amenities in the national carrier and other airlines particularly, in north-eastern region;
- (b) if so, the details of complaints received in this regard during the last two years, year-wise;
- (c) the action proposed to be taken by fixing responsibility against the officials responsible for the same; and
- (d) the steps taken by the Government to improve the quality of food items served by various airlines?

Answer

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

(a) and (b):- No, Madam. The Ministry has not received any complaint with regard to quality of food served in the flights of NACIL and other airlines in North Eastern Region. However, the details of complaints received by NACIL for flights in North East Region are as under:

Year	No. of Complaint
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2008 (Nov.- Dec.)	11
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2009	41
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2010 (till Oct.)	39
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(c) and (d): Serving of food on board is a commercial matter of airlines. Government does not regulate commercial practices of the Airlines. However, NACIL has informed that all laid down manner of checks are made on the meals and production processes to ensure the best fare possible.