

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3320
ANSWERED ON:14.12.2011
OUTSOURCING OF SERVICES BY NACIL
Dubey Shri Nishikant

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the National Aviation Company of India Limited (NACIL) has outsourced its various activities at the Mumbai and Delhi airports;
- (b) if so, the details of the activities outsourced alongwith the procedures specified for the purpose;
- (c) whether any complaints have been received regarding irregularities in engaging outsourcing agencies by NACIL;
- (d) if so, the details thereof; and
- (e) the follow-up action taken thereon?

Answer

MINISTER OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

(a)&(b): Air India and its subsidiary Air India Air Transport Service Limited (AIATSL) have outsourced comprehensive handling of pax/baggage for some of the international airlines, transportation for security staff and crew, maintenance of AC Units, water coolers, GCU and vehicles, aircraft cleaning, loading/offloading and other flight related activities, servicing of software & data punching etc. on manpower/service contract basis through a proper tendering process.

(c),(d)and(e): Three complaints have been received, the details of which are as under:-

(i) A complaint in January 2009 was received alleging irregularities in the tender for hiring of security services. Action on this was taken after addressing the shortcomings in the procedure.

(ii) Complaints dated 29.7.2009 and 4.8.2009 were received from one of the bidders in the tender for Facility Management Services (FMS) at the stage of technical evaluation of the tenders. After due consideration, it was decided not to proceed further with this tender and to re-tender for the job.

(iii) Complaints were again received from three vendors, when the job of FMS was re-tendered, raising objections on the turnover criteria. None of these three vendors had themselves responded to the tender. The issue was referred to the competent authority and the tenders were processed and finalized after due diligence.