

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:4220

ANSWERED ON:19.12.2012

TRAINING OF COCKPIT AND CABIN CREW

Antony Shri Anto;Dhanaplan Shri K. P.;Gowda Shri D.B. Chandre

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

- (a) the amount spent by the Government on training of cockpit and cabin crew during each of the last three years and the current year, year-wise;
- (b) the steps taken/proposed to be taken to provide refresher courses/additional training for the cabin crew and ground staff with a view to improving their Services;
- (c) whether the Government proposes to start call centres in vernacular languages in the country;and
- (d) if so, the details thereof along with the other measures taken by the Government to improve the services of Air India and Air India Express?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION (SHRI K. C. VENUGOPAL)

- (a) : The required information is being collected.
- (b) : Air India organises refresher/additional training courses for its Cabin Crew and Ground Staff on regular basis.
- (c) and (d) : Yes, Madam. Air India has plans to start call centers in English and vernacular languages. Government has approved Turn Around and Financial restructuring plan for Air India, which focuses on improvement in physical and financial performance.