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Title: Need to improve courier services operating at Cargo Division of Mumbai Airport.

SHRI GAJANAN KIRTIKAR (MUMBAI NORTH WEST): Madam, with your kind permission I intend to raise a very important matter concerning the courier services operating at the Mumbai Airport, Cargo Division. There have been numerous complaints against the courier companies engaged in the delivery of air parcels and other such commodities....(*Interruptions*) The complaints are not only confined to the exorbitant delay in the delivery of parcels but also relate to overcharging, theft and loss of parcels, duty evasion etc. Several such complaints when lodged with the airport and other authorities have not resulted in any remedial steps....(*Interruptions*) It appears that no suitable steps have been taken to monitor and ensure timely and complaint free delivery of air parcels. The delay results in financial loss not only to the air travelers but also to the Government. ...(*Interruptions*) Therefore, it is absolutely necessary to obviate such monopolized activities by the existing courier companies, it is necessary to provide additional courier services at the Mumbai airport....(*Interruptions*)

HON. SPEAKER: This is not the way, please. I am sorry.

...(*Interruptions*)

SHRI GAJANAN KIRTIKAR: As the matter is of immediate public interest, there is a need to order an immediate inquiry into the activities of the existing courier companies....(*Interruptions*) I would also urge upon the Government to increase courier services at the Mumbai airport for the prompt and complaint free service.