

[Shri Arjun Sethi]

is said, on this road generally 6 to 8 tonnes truck load are allowed to ply. But each truck normally carries 12 to 15 tonnes of chrome ore on the road. As a result, its condition deteriorated progressively day by day. Although more chrome ores are being mined, it is not being transported to the port due to the miserable condition of the above-mentioned road. No truck owner is willing to carry the chrome ore due to the loss they incur in the transit in the shape of incidental charges.

13.00 hours

Hence, in the national interest, it is the duty of the Government at the Centre to prevail upon the State Government so that they can allot enough funds for its overhauling and repairing. Or else, the Centre can allot funds separately on its own for its improvement, so that the road can be repaired and maintained for more haulage of chrome ore, thereby helping to earn foreign exchange for the nation.

(v) NEED FOR THE IMPROVEMENT IN THE WORKING OF AIR INDIA OFFICE AT KUWAIT.

\*\*SHRI V. S. VIJAYARAGHAVAN (Palghat): For some time past certain very irresponsible activities are going on in the Kuwait Office of Air India. This functions in such a way that it besmirches the fair name of our country. Lack of punctuality which is quite unbecoming of an airline service, has become a regular feature. This helps the big hoteliers. It appears that this office does not bother about the inconvenience caused to the passengers. If one seeks some information from the Kuwait Office of Air India about the arrival or departure of planes, one would not get any clear information. Apart from that, complaints have been made that the officials do not care what the passengers

ask for and they behave very arrogantly with them. The order of priority on booking of tickets is not being observed as the officials come under the influence of travel agencies and many other interested parties, so much so that even the tickets 'okayed' earlier are not entertained. There are instances where the passengers who came to the airport for emplaning have been harassed on the ground that they have come late.

There is a heavy rush in front of the Air India counter in Kuwait. Nobody observes queue system. As a result of this people have started calling these "street vendors counter". It is alleged that rank favouritism is being indulged in the matter of passengers' luggage. In the case of friends or relatives of the employees, there is no restriction or control exercised on handling the luggage. Some of these instances have been reported in a local paper through letters to the editor. Besides, a large number of people living in Kuwait have jointly written a letter to me in which these cases have been mentioned.

Therefore, I request the Government to enquire into these matters and ensure discipline, punctuality and a sense of responsibility among the officials in the Air India Office in Kuwait. Steps should also be taken to solve the problems of the passengers thereby refurbish the image of Air India and this country.

(vi) SHORTAGE OF WAGONS FOR TRANSPORTATION OF COCONUTS FROM SALEM TO NORTHERN STATES.

SHRI K. ARJUNAN (Dharmapuri): Sir, I would like to draw the attention of the Government to the problem of supply of wagons for transportation of coconuts from Salem Railway Station to Northern States. Sir, there are several coconut growers and merchants in Salem District (Tamilnadu) whose business is terribly affected by