

SHRIMATI SUSHILA ROHATGI: It is a very relevant question and I have said that precisely these are the questions which the Reserve Bank looks after and, even if the question arises from that, they are all under consideration.

**Deposits in and Credits advanced by Nationalised and other Banks**

\*69. SHRI BHOGENDRA JHA: Will the Minister of FINANCE be pleased to state the latest position of the 14 banks nationalised and those left in the private sector including foreign banks in July 1969, with regard to the

total deposits and credits advanced and how does it compare with the figures for July, 1969?

THE MINISTER OF STATE IN-CHARGE OF THE DEPARTMENT OF REVENUE AND BANKING (SHRI PRANAB KUMAR MUKHERJEE): Data regarding deposits and advances of the public sector banks, including the 14 nationalised banks, and the private sector scheduled commercial banks in India as on the last Friday of June 1969 and December 19, 1975 are set out below:—

(Rs. Crores)

	Deposits		Advances	
	June 1969	19th Dec., 1975	June, 1969	19th Dec., 1975
<b>A. Public Sector Banks . . . . .</b>	3871	11264	3017	8168
(i) SBI Group . . . . .	1239	3816	1185	2826
(ii) 14 Nationalised Banks	2632	7448	1832	5342
<b>B. Private Sector Banks . . . . .</b>	775	2122	582	1417
(i) Indian scheduled Commercial Banks	297	1263	197	808
(ii) Foreign Banks . . . . .	478	859	385	609
<b>All Scheduled Commercial Banks (A+B)</b>	4646	13386	3599	9585

MR. SPEAKER: This should have been laid on the Table of the House.

SHRI PRAAB KUMAR MUKHERJEE: I understand it should have been laid on the Table of the House, but I will try to help the Hon'ble Members if they will kindly listen to me. I understand it contains so many figures and it should have been laid on the Table of the House, but....

AN HON. MEMBER: The question should be postponed because we

would like to ask supplementaries on this question.

MR. SPEAKER: The question is postponed to the next day.

**Complaints from Indian Airlines Passengers**

\*71. SHRI K. LAKKAPPA: Will the Minister of TOURISM AND CIVIL AVIATION be pleased to state:

(a) whether he is aware of the complaints of the passengers with re-

gard to food served to them and the delays of service on routes served by the Indian Airlines; and

(b) if so, what remedial measures have been taken so far in the matter?

THE MINISTER OF TOURISM AND CIVIL AVIATION (SHRI RAJ BAHADUR): (a) and (b). Indian Airlines discontinued serving hot meals on board its aircraft in April, 1974 and started serving snacks instead. Keeping in view suggestions and complaints made by passengers, the composition of snacks was changed, once in August, 1974 and again in April, 1975. Complaints received are duly looked into, and the need to exercise quality control constantly emphasised.

Regarding delays in services, although there have been some complaints, the average on-time performance of Indian Airlines improved from 45.16 in 1973 to 68.43 in 1975.

SHRI K. LAKKAPPA: Mr. Speaker, Sir, the answer that was given by the Hon'ble Minister is not satisfactory. The other things are that the Hon'ble Minister has of course brought a certain discipline in the Department, but I don't know what has happened to the Ministry regarding serving of food on the flights and also regarding delay. I would like to quote a certain example. Right now he has stated that hot food will not be served on the flight... (Interruptions). They take their own time and it is such food that no passenger will eat it. It is a deplorable situation on the flight. It is not that we are all sick people who are travelling on the flight: we are all healthy people and it is three-and-a-half hours from Bangalore to Delhi and you will find that at the time of Dinner, every passenger is missing. And you know, Sir, that we people want Vada, Upma, Dosa, etc. Even in the vegetarian food, no South Indian dishes are served. Similarly

in the northern sector, no North Indian dishes are served. Therefore, in the various sectors, when we travel we find that something is wrong with the catering company. The catering company which is operating has been supplying all stale food, hopeless food, and is advising the Ministry in this manner. Therefore, I would like the Ministry to go into all these aspects, so that the travelling passengers are fully satisfied.

THE MINISTER OF TOURISM AND CIVIL AVIATION (SHRI RAJ BAHADUR): The hon. Member asked me, 'What do you mean by hot meal?' Hot meal is served hot and is called hot meal as opposed to, or distinguished from, cold meal. (Interruptions). If meals cannot be served hot in winter season, it will not suit the taste. With all respect, I would say that our experience has been that in respect of meals there has been a vast range of variety and quality demanded. We made all possible efforts to satisfy all tastes and when we could not after a good deal of deliberation and consideration we thought that, apart from the wastages involved, we should not serve meals and conform to the generally accepted practice in respect of domestic airlines world over. So practically all over the world, most of the domestic airlines do not serve hot meals; they serve 'snacks, tea and coffee. That is exactly what we want to conform to. We do not claim that we are serving meals at meal time. We are only serving snacks. I do realise that Mr. Lakkappa has been inconvenienced sometimes. But I would like to point out that out of four lakh cases of snacks served, we had only 78 complaints. I will not go by the percentage of the complaints. I would say that any suggestion that is offered for improvement of snacks will be gladly accepted. He has spoken of vadas, idlies and dosas. What we are doing is, we serve continental breakfast invariably which is the ad-

cepted form of breakfast and different snacks at other times.

SHRI INDRAJIT GUPTA: Stale bread.

SHRI RAJ BAHADUR: As I said, I will be grateful for any suggestion. They are all public sector concerns. . . . (Interruptions). It may sometimes happen; I admit. It depends on the quality of material supplied to us. We have got Chefair which is a public sector concern; we have got the International Airports Authority which is serving meals; we have got the Con-nemara Hotel which serves in Madras side. We will certainly consider any suggestion which is given to us.

SHRI K. LAKKAPPA: My second question is this. In view of the largely accepted fact that a deplorable situation exists in this regard, I would like to suggest to the Ministry whether they could go into all the aspects of it, including the working of the catering company, by having a small committee. All the tastes can be reflected on the flight for the convenience of the travelling passengers. It would also attract more passengers. If you provide a tasty food on the flight, that will be an attraction for passengers. I am just making this suggestion, whether the hon. Minister would accept a small Committee going into all the aspects, including the working of the catering company. -

SHRI RAJ BAHADUR: I at once accept the suggestion made by him for a small Committee of the Members of Parliament to go into the whole question. I would very much welcome it. But let me inform the House that, when we adopted the snack system we informed the Consultative Committee which consists of 40 Members. We laid samples of the varieties of snacks, etc., that we were going to offer before the members. It was after their approval that we really introduced the snacks.

Secondly, I would beg of this House, taking into account the enormous wastage of food, taking into account the varieties demanded by different sections of people in regard to quality and items of food, not to ask us to revert back to the old practice of serving hot meals—because that is really wasteful and it is hardly possible to satisfy all tastes.

SHRI A. K. SEN: Nobody is demanding hot food. The hot food was not either palatable or fresh in the olden days and I am not objecting to it. None of us would be objecting to a fare of good snacks. But I can tell you. Yesterday I was travelling from Bombay. The snacks which were served were absolutely inedible and I returned both the plates. I thought of bringing one to the House to show. . . .

SHRI S. M. BANERJEE: Instead of that, you should have laid it on the Table of the House.

SHRI A. K. SEN: It is lawful. I do not know who caters. They have neither any taste nor have they any imagination. I think a committee should go into it and advise the government.

MR. SPEAKER: The Minister has already accepted it and I think the committee will look into it.

SHRI RAJ BAHADUR: May I ask him the number of the flight by which he travelled from Bombay?

SHRI A. K. SEN: It is impossible to go on complaining.

SHRI INDRAJIT GUPTA: Will the Minister be made to travel by every flight. . . .

AN HON. MEMBER: Incognito.

SHRI INDRAJIT GUPTA: . . . and made to eat what is served? . . . (Interruptions).