

taken into consideration by the Government keeping in view the loss suffered by a farmer due to hailstorm, dust-storm or inclement weather. The announcement made by the Hon. Prime Minister in Andhra Pradesh is more or less meant for all States. The Centre has instructed the States in this regard and thereby discharged its duty. Now only one point remains to be clarified. The Hon. Prime Minister had given an assurance there that compensation would be given from the Prime Minister's Relief Fund. To the next of kin of those who have committed suicide. We are making further investigations on the reports that we have received from there. Action will be taken as soon as the rest of the work is complete.

[*English*]

PROF. N.G. RANGA: I have a short supplementary. I am glad that the hon. Minister has said that they are considering the advisability of extending crop insurance to cotton growers also. But then it should be extended to the village level not to taluk level or mandal level.

Secondly, with regard to compensation to those people who have committed suicide—they have lost everything—what special facilities or advantages Government are going to provide for those people?

[*Translation*]

SHRI BHAJAN LAL: As I said earlier, farmers have not fully benefited from the Crop Insurance Scheme. This is because block, taluka and mandal are considered as a single unit. The whole block consists of 100 villages. They would get benefit only if 80% of the crops are damaged. That is why the Government is rethinking on the issue. Another difficulty with the scheme is that loans taken from banks or other Government financial institutions are insured but loans from private parties are not insured.

The Government would like from private parties also to be insured and insurance premium on that amount to be collected from the farmers.

[*English*]

MR. SPEAKER: There is a Calling Attention on the same.

[*Translation*]

SHRIMATI VIDYAVATI CHATURVEDI: Village should be considered as a unit.

SHRIBHAJAN LAL: That is what I mean to say. We are reconsidering the whole thing.

[*English*]

MR. SPEAKER: Shri V. Sobhanadreeswara Rao—absent; Shri Ram Swarup Ram—not here; Dr. M.K. Patel—not present; Shri Prakash Chandra—absent; Shri Dharam Pal Singh Malik—he is also not here; Shrimati Basavarajeswari—she is also absent; Shri S.M. Guraddi—absent.

#### Survey regarding quality of food served on Indian Airlines Flights

\*169. PROF. SAIF-UD-DIN SOZ: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether any survey has been conducted regarding the quality and quantity of food/refreshments served on Indian Airlines flights;

(b) if so, the results thereof; and

(c) if not, whether Government propose to undertake the survey?

THE MINISTER OF HEALTH AND

**FAMILY WELFARE AND MINISTER OF CIVIL AVIATION (SHRI MOTILAL VORA):** (a) to (c). No survey has been conducted by Indian Airlines regarding the quality and quantity of food/refreshments served on its flights. However suggestion cards are placed on every flight and Indian Airlines receives a feed-back through these cards and makes necessary improvements and changes in their menu etc. The feed-back received from these cards serves the purpose of a survey.

**PROF SAIF-UD-DIN SOZ:** The answer from the Ministry is rather intriguing. The Ministry is not even prepared to consider suggestions for improvement. Now the Ministry has lumped all the three questions into one, and answered in one paragraph. They say that they have no system whereby they can survey the scene and see whether the quality of food and its quantity are according to some standard. There is no system. They

say: we have suggestion cards. How many people are interested in filling up these suggestion cards? There are people who are interested in filling those suggestion cards. Even though those suggestion cards are filled up, is there any action taken?

So, my first question is, why does not the Ministry have a system whereby it will not depend on the suggestion cards, but it will have its own machinery to check the quality of food, and its quantity also?

**SHRI MOTILAL VORA:** The Ministry has got the suggestion cards, and I would like to tell the hon. Member that we have received a number of suggestions, and those suggestions have been taken into consideration. Regarding the suggestions received, and what action has been taken thereon, I can read out the details from the list, first as far as Hyderabad is concerned:

<i>Sl. No</i>	<i>Fiat. No.</i>	<i>Source of complaint</i>	<i>Nature of complaint</i>	<i>% of penalty</i>
1.	IC 539/278	Quality Control Report	Coloured plain rice, instead of tomato pulao.	25% on pulao.
2.	IC 533/591	Quality Control Report	Patato instead of paneer used in curry.	10% penalty
3.	IC 539/278	Quality Control Report	Green salad 20 gm. less	

The list is quite long; I will place it on the table.

**PROF. SAIF-UD-DIN SOZ:** I want know things particularly; I do not agree that action will be taken only on the suggestion cards. These are certain suggestions casually written. People have no time. We are not that responsible, as a people. Therefore, the Ministry should have a system, a mechanism whereby it will survey the scene and

scrutinize things.

My second supplementary would be: does the Minister know that often the food served by way of lunch or dinner is stale? (*Interruptions*) I think Indian Airlines can improve things. Therefore, I want to know this from the Minister. Recently, I had travelled from Bhubaneswar to Calcutta. The packet of refreshments contained stale bread; even the piece of sweat was stale. As

far as the apple is concerned, it carried scab; and the crew agreed that it was nothing short of cheating. I had suggested that the contract of the caterer should be cancelled. I have not heard anything so far. It was a suggestion from an MP. What will happen to ordinary people who are giving suggestions?

**SHRI MOTILAL VORA:** I agree with the hon. member regarding having this survey, but we have taken action. About certain flights, complaints have been received. We are trying to minimize such complaints, and we have to improve what the caterers serve in the aircraft. We are doing that.

**SHRI AJAY MUSHRAN:** The food served on the Indian Airlines flights on the main route is far more satisfactory than the transit route like Delhi-Bhopal-Jabalpur-Raipur and back on the same route. The food served at Jabalpur is made at Raipur. Basically, it is moong ki dal, burfi and a samosa. A suggestion was given that the lunch should be served at the same place where it was prepared. Secondly, instead of serving it in the aircraft, a carton is given right at the ladder as we are getting boarding card; right there itself the carton is given. I think it is very humiliating. At least the carton can be handed over to the passengers in the aircraft. Would the hon. Minister be kind enough to say that these suggestions will be implemented immediately particularly on transit route where very few of us travel?

**SHRI MOTI LAL VORA:** We will definitely look into the valuable suggestion given by the hon. member and see that things improve.

**SHRI A.E.T. BARROW:** On two occasions I had to wait for four hours at the airport when my flight was delayed. Nothing was served till I got in touch with some officer. I went and tried to locate the officer. He was somewhere or other. Eventually, they told

me to get in touch with another officer. It took three hours. After that only something was served. It was limited to whatever was available at that time in a canteen there; it was limited to certain things only available in a canteen there. They had got other things which were available, but they were not made available to the passengers who were delayed. So, there should be some system at least at the airport-if the flight is delayed-by which some refreshment should automatically be made available to the passengers.

**SHRI MOTI LAL VORA:** The transit crew sometimes do not have good calibre. As the hon. member has said, I am really sorry that he had to wait for some hours. But instead of making such things available, we would see that no such delay occurs; and if delays occur, then proper food be served to the passengers in the aircraft.

**MR. SPEAKER:** Q. No. 171. Shri S.G. Gholap-not present; Q. No. 172-Shri Manik Reddy-not present; Shri Subhash Yadav-not present; Q. NO. 173-Shri C. Janga Reddy-Not present; Shrimati N.P. Jhansi Laxsmi-not present. Shri G.S. Basavaraju-not present; Q.No. 173-Shri Mukul Wasnik-not present; Shri Amarsinh Rathawa-not present. Absentee galore. Shri Kamla Prasad Singh-Q. No. 176-not present. Shri Ramashray Prasad Singh.

*(Interruption)*

**MR. SPEAKER:** Should we allow him three questions?

#### **District Co-operative Banks in U.P.**

\*177. **SHRI RAMASHRAY PRASAD SINGH:** Will the Minister of AGRICULTURE be pleased to state:

(a) whether the National Bank for Agriculture and Rural Development provides