

employment and wage earnings? How will this strategy work?

**SHRI BINDESHWARI DUBEY :** I do not have with me figures for employment sectorwise. When we think of planning and employment, we will take all these into consideration. Sectorwise investment, sectorwise output, growth in national economy etc have to be taken into consideration. On that basis, we will envisage what would be the employment potential.

[Translation]

**SHRI UMAKANT MISHRA :** Mr. Speaker, Sir, there are two types of unemployment. One is of educated people and the other is of uneducated people. Various programmes like N R E P., R.L.E.G.P., etc. have been launched in rural areas for the uneducated people. But the unemployment of the educated people is about to reach an explosive situation. There are two types of people among the educated unemployed. One section consists of scientists, engineers and doctors and their number runs into lakhs. Where will you provide employment to these people? What schemes or programmes do you have? Apart from the above there are lakhs of unemployed people who have passed High School, Inter, B.A., M.A. and B.T.C. What these people will do? Where will you provide employment to them? Will these people commit dacoity or indulge in theft? What will they do? Is any scheme being formulated seriously so as to provide employment to these people very soon. Otherwise, the country will have to confront a very explosive situation. I would like to know as to what the Government is going to do in this regard?

**SHRI BINDESHWARI DUBEY :** Mr. Speaker Sir, I fully agree with the hon. Member for his concern that the number of educated unemployed has increased. At the time of making strategies for the Eighth Five Year Plan, we will consider as to how to reduce the number of educated or urban unemployed. Earlier we had a feeling that un-employment is increasing in villages and we were trying how to reduce it. We achieved a major breakthrough in this regard. Now the number of educated unemployed

has increased and we will make efforts to reduce that also.....(Interruptions)

[English]

**SHRI ANANDA GOPAL MUKHOPADHYAY :** Mr Speaker, Sir this is a very important matter and I would request you to have a Half-an-hour discussion on this (Interruptions)

Kindly listen to us, Sir. It is agitating the minds of the whole country.

**MR. SPEAKER :** It is your right to ask for discussion and it is my right to consider it.

**SHRI ANANDA GOPAL MUKHOPADHYAY :** We are appealing to you, Sir.

**MR. SPEAKER :** You can give a motion and I will consider it.

**SHRI ANANDA GOPAL MUKHOPADHYAY :** Kindly consider it, Sir because it is agitating the minds of the whole country.

**MR. SPEAKER :** I will have it under consideration and I say, active consideration.

#### Steps to improve Customer Services on Indian Airlines

\*66. **SHRIMATI JAYANTI PATNIK :** Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state :

(a) whether any specific steps have been taken recently to bring about improvement in customer services on the Indian Airlines :

(b) if so, the details thereof ;

(c) whether it is also proposed to make some new additions in the fleet of aircrafts with the Indian Airlines ; and

(d) if so the details thereof ?

**THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION AND TOURISM (SHRI SHIVRAJ V. PATIL) :**  
(a) Yes, Sir.

(b) Some of the major steps taken to improve customer services in Indian Airlines are :

- Extension of computerised reservation facility to 40 stations
- Rotation of menus in order to increase variety.
- Setting up of facilitation and complaint counters at airports.
- provision of easy to recall telephone numbers.
- Monitoring of baggage delivery.
- Provision of express counters for passengers with no registered baggage.
- Separation of vegetarian non-vegetarian/dishes from the main cassarole dish in order to ensure that there is no shortage of vegetarian food.
- Training programme for employees ; etc.

(c) Yes, Sir.

(d) With the approval of Government Indian Airlines had entered into a purchase agreement in March, 1986, with M/s. Airbus Industrie for acquisition of 19 airbus A-320 aircraft, delivery of which will commence from April, 1989 onwards. Indian Airlines also propose to lease one airbus and six B-737 aircraft during the current financial year in order to meet the interim capacity requirements, till the delivery of 19 A-320 airbus aircraft.

SHRIMATI JAYANTI PATNAIK : Sir, in reply to part (d) of the question the Minister has said that the Indian Airlines will be acquiring 19 airbus. Sir, I would like to know whether the number of aircraft proposed to be acquired would be sufficient to meet the growing demand. Has any assessment been made with regard to the fact that whether with the present financial position the Indian Airlines will be able to acquire the aircraft as per the demand in order to improve the existing facilities as well as to cover the new routes? If so, the details thereof. If not, what alternative arrangement is proposed to be made?

SHRI SHIVRAJ V. PATIL : Sir, at present we have contracted to acquire 19 aircraft and we are proposing to get 12 more aircraft also. The question is that of finding funds for this purpose. We are taking them on credit and some loan is also being made available to us. The Budgetary support given to the airlines is limited, yet they are trying to raise the funds and trying to meet the requirements. The planning is there and according to the planning we are proceeding.

SHRIMATI JAYANTI PATNAIK : Now, I come to my State. The only flight from New Delhi to Bhubaneswar, our State Capital is at present extended upto Calcutta. I am stressing on the words 'the only' because as per principle, every State capital should have a direct link with New Delhi. You know that the size of the Calcutta traffic is limited. Then, how does the route justify the extension to Calcutta, which has already been connected with New Delhi by several other flights? The departure time from Bhubaneswar to Delhi is very inconvenient and a full day is lost as far as official work is connected. Since the number of Calcutta passengers is less, will the Government consider terminating this flight at Bhubaneswar and no longer extending it upto Calcutta? Also, will the Government think of providing some other link between New Delhi and Raipur and to route the New Delhi Bhubaneswar flight via Varanasi?

[*Translation*]

MR. SPEAKER : Hurry up. The application was required to be sent to the office.

[*English*]

SHRIMATI JAYANTI PATNAIK : I say that everyday there should be a flight from Benaras to Bhubaneswar.

MR. SPEAKER : Please be brief.

(*Interruptions*)

SHRIMATI JAYANTI PATNAIK : It is very important because the foreign tourists who visit Varanasi everyday also come to Bhubaneswar in that circuit.

**SHRI SHIVRAJ V. PATIL :** We sympathise with the member. But I am not able to give any assurance on the floor of the House. When the aircraft become available, we will try to see that the facilities required are provided.

**SHRI S. JAIPAL REDDY :** I would like to know whether the Minister is aware of the fact that the demand for air services will keep growing at a rapid rate in the years to come. Of course, the Minister has notified his intention to acquire more aircraft. I know the incentive for the acquisition of more aircraft. That is very obvious. But, quite apart from that, I would like to know, in view of the increasing demand for aircraft, whether the Government would seriously consider producing certain aircraft in our own country to meet this demand with a view to economising on scarce foreign exchange.

**SHRI SHIVRAJ V. PATIL :** I appreciate the suggestion given by the hon. member. But there are constraints and constraints and we have to take them into account before making statements which may amount to assurances. To produce aircraft, we may need more money than to acquire the aircraft. We shall have to find out whether in initial stages the money required for this purpose can become available. But I can say that the suggestion given is a good suggestion. We will certainly keep it in mind.

**SHRI VIJAY N. PATIL :** Sir, in the name of improving customer services, you are thinking of extending computerised reservation facility and so on. But long long ago, there was a practice of noting down the telephone number of the person purchasing the ticket for a particular flight and if there was a delay or cancellation, he was informed accordingly. But it is not so at present. That means, the customer service which was available ten years ago is not available today. Not only that. Even when we ourselves try to contact the Indian Airlines to find out the timing of the flight, we do not get the telephone. I would like to know whether the Minister is going to increase the number of telephones there.

Secondly, in the other international airlines there is a practice of providing air bags in case there is oxygen scarcity. I would like to know whether you are going to provide plastic bags to the customers to cover their mouths and heads and save themselves from the hazard of carbon-monoxide in case of fire. Now.....

**MR. SPEAKER :** You please sum up now.

**SHRI VIJAY N. PATIL :** About air service to Jalgaon, the earlier Minister, Shri Tytler gave a promise but before the promise could be fulfilled, the Department has come to you. I would like to know whether you would consider it on a top priority basis ... (*Interruption*)

**MR. SPEAKER :** That is quite enough. Why do you waste time?

**SHRI SHIVRAJ V. PATIL :** Sir, even today when the delays are planned delays, information is given to the Members.

**MANY HON MEMBERS :** No, No. (*Interruptions*).

**MR. SPEAKER :** Order. Order. Every thing is disturbed by an uproar.

**SHRI SHIVRAJ V. PATIL :** Hon. Members have to hear my statements a little carefully. I have said : "When the delays are planned delays."

**PROF. MADHU DANDAVATE :** Make the statement more carefully !

**SHRI SHIVRAJ V. PATIL :** When the delays are planned delays, then the information is given. When the delays are not planned delays, we sometimes try to inform them .....(*Interruptions*)

**PROF. MADHU DANDAVATE :** Mr. Minister, is there a Five Year Plan of delays? Let us know this. What is the planned delay?

**SHRI SHIVRAJ V. PATIL :** I would like to tell the hon. Members that we would like to inform them to the extent it is possible to us. We have taken cognizance of what they have said....

**SHRI SURESH KURUP :** To what extent? (*Interruptions*)

**SHRI SHIVRAJ V. PATIL :** But I would like to say that there are arrangements to inform and we have the automatic arrangement also. Telephones we have kept....(*Interruptions*)

**SHRI S JAIPAL REDDY :** We won't get the telephones. People never get the Airport. (*Interruptions*)

**SHRI VILAS MUTTEMWAR :** Sir, let us have a Half-an-Hour discussion on this.

[*Translation*]

We should be allowed and have a discussion on this subject.

**MR. SPEAKER :** I shall see if you give in writing later on.

(*Interruptions*)

[*English*]

**SHRI SHIVRAJ V. PATIL :** I can say, it is for the benefit of the hon. Members. We have taken note of your feelings and we will try to satisfy you.

**SHRI V. KISHORE CHANDRA S. DEO :** Mr. Speaker, Sir, among the various norms and guidelines that Indian Airlines follows to have flights to various places, I am told that one of the criteria is that, they should have first a direct flight from every State capital to Delhi.

I am glad that the former Minister Shri Jagdish Tytler who is also present, we had represented to him several times that there should be a direct flight from Delhi to Bhubaneswar which could go up to Vizag to satisfy the passenger requirements and in principle had also agreed to it. He may be aware of this fact. But on the contrary now the flights from Delhi go to Bhubaneswar, from there to Raipur and from there to Calcutta. It is linked up with the new Ministers who are coming into the Ministry. Sir, is this the norm which is going to be followed for operating Indian Airlines or are you going to follow the basic norms and values or criteria that are laid down as per the rules?

Therefore, I would like the hon. Minister to specifically reply and tell me whether this is the criteria or not and if so whether this proposal to have a direct flight from Delhi to Bhubaneswar extended up to Vizag was taken by the Ministry and accepted by the former Minister or not and if so why even the existing arrangement was disturbed and this flight connected to Raipur and Calcutta just because he wants a connection from Raipur to Calcutta to extend the Bhubaneswar flight off and on. What is all this going about? Are you going to set any specific terms or not?

**SHRI SHIVRAJ V. PATIL :** Sir, we have only fifty aircraft and one crore passengers are transported from one place to other place. The demand from all places are pouring into the office and we are trying to meet as many demands as is possible. On the one hand, we have to meet the demands by different Members and on the other hand, we have to meet the demands in the manner they want us to meet. We are trying to balance these two interests and I hope to the extent possible, we would like to do that.

#### WRITTEN ANSWERS TO QUESTIONS

[*English*]

##### Supply of Rice to Karnataka

\*61. **SHRI V. S. KRISHNA IYER :** Will the Minister of FOOD AND CIVIL SUPPLIES be pleased to state :

(a) the quantum of rice supplied vis-a-vis the total requirement per month in Karnataka for public Distribution System;

(b) whether there was any reduction in the quantity of rice supplied during the months of May and June, 1988 ;

(c) if so, the reasons therefor ; and

(d) the steps taken to ensure supply of sufficient quantity of rice to Karnataka to avoid hardship to the consumers ?

**THE MINISTER OF STATE OF THE MINISTRY OF FOOD AND CIVIL SUPPLIES (SHRI SUKH RAM) :** (a) to (d) A statement is given below.