

Improved facilities for passengers on Indian airlines Flights

444. SHRIMATI MARGARET ALVA:
Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government are considering improved facilities for Passengers on Indian Airline flights; and

(b) if so, what are the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI HARMOHAN DHAWAN): (a) and (b) The following measures have been taken by Indian Airlines to provide improved facilities for passengers on Indian Airlines flights:—

1. Reservation:

(a) Extension of computerised reservation facilities.

(b) Increase in the number of passengers sales agents and providing them with computerised reservation facility in a phased manner.

2. Dissemination of information:

(a) Provision of additional telephone lines and auto answering machines at major stations;

(b) Teletext service on Delhi Doordarshan.

(c) Visual display units at major airports.

3. Airport facilities:

(a) Introduction of computerised check in facility at the four base stations and at Hyderabad and Bangalore resulting in reduction in check in time and long queues;

(b) Free check in facility at Terminal-I at I.G.I. Airport, Delhi and airport terminals at Bombay and Madras;

(c) Tele check in facility for executive class passengers at Delhi and Bombay Airports; and extending this facility to other base stations in a phased manner;

(d) Provision of special customer service units and introduction of floor walkers at major airports (departure

lounge) to meet the special needs of passengers.

4. Delays/disruptions:

(a) Monitoring of delays with a view to minimising flight delays;

(b) in the event of delays/cancellations, provision of hotel accommodation, surface transport, meals, re-routing of tickets, refunds, etc.

5. Catering:

(a) improving the variety and quality of the menus.

(b) improving the presentation of the menus.

6. Availability of seats:

Re-induction of the Airbus A-320 fleet in a phased manner will result in considerable improvement in the availability of seats on Indian Airlines flights.

Inclusion of drugs under price control

445. SHRI DHULESHWAR MEENA:
SHRI H. HANUMANTHAPPA:

Will the Minister of PETROLEUM AND CHEMICALS be pleased to state:

(a) whether his attention has been drawn to the news item which appeared in the Economic Times of 25th September, 1990 under the heading of "Panel set up to expand DPCO List";

(b) if so, what are the names of three members of un-official committee and what are their final recommendations;

(c) what are the additional names of drugs which have been recommended by his Ministry for inclusion under price control list; and

(d) what steps have been taken to include these drugs and by when the list would be expanded?

THE MINISTER OF PETROLEUM AND CHEMICALS AND PARLIAMEN-