

logging, coverage of garbage bins, establishment of modern abattoirs, scaring of birds etc. have also been taken to reduce the incidence of bird hits.

#### **Customer services of Air India**

286. SHRI SABIR ALI:

SHRI MOHAMMED ADEEB:

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether it is a fact that customer services of Air India has deteriorated;
- (b) whether it is also a fact that most of the Government Organisations being served by Air India are also not satisfied with the services provided by Air India;
- (c) if so, whether Government would examine the whole matter in a holistic manner; and
- (d) if so, the details in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) No, Sir. The customer services provided by Air India are comparable in the Airline Industry, besides, Air India services have been continuously monitored, reviewed and upgraded to provide satisfaction to its customers.

(b) None of the Government Organizations being served by Air India have expressed dissatisfaction on the services provided by the Company.

(c) and (d) Do not arise.

#### **Sleeping of pilots during flights**

†287. SHRI NAND KISHORE YADAV:

SHRI KAMAL AKHTAR:

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Government is aware that pilots have been found sleeping many times during domestic and international flights;
- (b) if so, the reasons therefor and the action taken against guilty cockpit crew members; and
- (c) the details of effective steps that would be taken by Government for the protection of life and property of air passenger keeping in view the Director General of Civil Aviation's (DGCA) affirmation in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) No such cases have been reported to the Government in the recent past.

(c) Directorate General of Civil Aviation (DGCA) has prescribed flight time, flight duty time and rest requirements for the aircrew to avoid such situations. DGCA has also reiterated these

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†Original notice of the question was received in Hindi.

requirements in their Air Safety Circular No. 2 of 2009 and prescribed further measures for management of crew fatigue during flights.

**Status of air connectivity in Rajasthan**

288. DR. GYAN PRAKASH PILANIA:

SHRI LALIT KISHORE CHATURVEDI:

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the present status of air connectivity, air services and airports in Rajasthan;
- (b) the plans to strengthen and upgrade these services in near future, if any;
- (c) the status of the construction and development of civil airports;
- (d) the cases where the projects are behind schedule and the extent thereof;
- (e) the steps proposed to speed up the operations; and
- (f) whether any new projects are proposed to be taken up in the State in the near future?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) At present, scheduled domestic air service operations are available to/from Jaipur, Jodhpur and Udaipur in the State of Rajasthan. International operations are available to/from Jaipur. The details of air connectivity in the State of Rajasthan are given in the Statement-I (See below).

In the State of Rajasthan, the following civil airports are operational:

- i) Jaipur International Airport;
- ii) Udaipur Airport;
- iii) Scheduled flights also operate to Jaisalmer and Jodhpur airports (In winters only)
- (c) Details are as per the Statement-II (See below).
- (d) Details are as per the Statement-III (See below).
- (e) Regular review and monitoring of projects at Regional and Headquarters level are done to expedite early completion of projects.
- (f) Details are as per the Statement-IV (See below).

**Statement-I**

**Domestic Connectivity**

NACIL (1)	Mumbai- Jaipur-Mumbai	07 flts/week
	Mumbai-Udaipur-Jodhpur-Delhi & VV	04 flts/week
	Kolkata-Ahmedabad-Jaipur-Kolkata	02 flts/week
	Kolkata-Jaipur-Ahmedabad-Kolkata	02 flts/week
Alliance Air	Delhi-Jaipur-Udaipur & VV	06 flts/week