

अनुरोध करूंगा कि जो मेरे पर यह आरोप लगाया जाता है कि मैं मध्य प्रदेश के साथ पक्षपात करता हूँ, मैं चाहूंगा कि वे इन बातों को नोट कर लें कि किस तरह से...  
(ब्यवधान)

MR. CHAIRMAN; The complaint is that you are not partial to Madhya Pradesh, not that you are partial.

Question No. 298.

\*298. [The questioners (Shrimati Amarjit Kaur and Shri Pawan Kujar Bansal) were absent, For answer, vide col. 43 infra],

\*299. [The questioner (Shri Shanti Tyagi) was absent. For answer, vide col. 4A infra],

\*300. [The questioner (Dr. Ratna-kar Pandey) was absent. For answer, vide col. 44-45 infra],

MR. CHAIRMAN: Now we go back again to Question No. 281.

AN HON. MEMBER: We are going back in the reverse gear.

MR. CHAIRMAN; The drcle is complete.

#### **Delay in baggage clearance by IA and Vayudoot**

\*281. SHRI SUBAS MOHANTY: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government are aware of the inordinate delays involved in baggage clearance by Indian Airlines and Vayudoot at the airports;

<sup>s</sup> (b) whether it is also a fact that no supervisory officer of the Airlines is present to monitor the operation in the baggage collection areas; and

(c) if so, what steps are being taken to ensure that baggage is delivered without avoidable delay by the two airline\*?

THE MINISTER OF STATE THE MINISTRY OF CIVIL AVIATION (SHRI JAGDISH TYTLER): (a) Apart from isolated cases, there has generally been no inordinate delays involved in baggage clearance by Indian Airlines and Vayudoot at the airports.

(b) Baggage delivery at all airports is done under the supervision of commercial staff/officers of the airlines.

(c). There is constant monitoring by the airlines, and the airport authorities are making all attempts to provide the requisite equipment within the resources available.

SHRI SUBAS MOHANTY: Sir, only the other day I was travelling from Raipur to Bhubaneswar and it took the 45 minutes to reach by air, but for the baggage clearance it took more than 25 minutes, i. e., more than half of the time of the journey by air. May I know from the Hon. Minister whether any time-limit has been fixed for baggage clearance?

SHRI JAGDISH TYTLER; Sir, we have done a little survey. We have done a survey at four international airports and at random also at other airports. According to the survey, the last baggage delivered should come within 20 minutes and the first one reaches within 7 minutes of the arrival of the aircraft. There have been times when the baggage has come a little late.

SHRI SUBAS MOHANTY; Ma, I know what is the position at international airports in other countries regarding baggage clearance and the time taken for baggage clearance in comparison to ours?

SHRI JAGDISH TYTLER: I have not got the figures in respect of other countries but I would like to inform the Hon. Member that we have done surveys at four interna-

tional airports and the average arrival time of the first baggage is from 18 minutes to 13 minutes in Bombay to 22 minutes in Calcutta and the average arrival of the last baggage does take sometimes from 38 minutes to 40 minutes or even close to 60 minutes. I would like to inform the Members that in Delhi and Bombay because of certain security reasons every baggage goes through an x-ray machine with the result that even if there are 300 pieces coming in one aircraft, if each one of them takes only half a minute, it should still take anything from three to four hours. But still I would say that we have got enough manpower and enough machinery and we have tried to *do it* as quickly as possible.

SHRI SUKOMAL SEN: Sir, it is not only the question of delay in baggage handling. There is also another problem. I would like to draw the attention of the Minister to the fact that the baggage in the aircraft is handled so roughly that often even very good leather suitcases and VIP suitcases are damaged and broken. Many times my VIP suitcases have been broken by the Indian Airlines. This happens very often. I would like to know from the Hon. Minister whether he will take care to see that the staff at the airports handle the baggage with some care.

SHRI JAGDISH TYTLER: We have already given instructions to handle all baggage with care. If there has been any damage like this and instances have been brought to the notice of the Airlines by the Members or by the general public, the Airlines have been kind enough to give them compensation.

SHRI GHITILAM RASOOL MATTO: Mr. Chairman, Sir, the Hon. Minister has to take note of one more problem. There are certain airports

in the country where airbuses land and simultaneously there is another aircraft also. At some of these airports, the number of loaders who bring the baggage from the aircrafts to the place of delivery is very limited with the result that at a place like the Srinagar airport, it takes anything from 35 to 40 minutes for the baggage to reach the delivery point. Will the Minister kindly look into it and see that the number of loaders and loading wagons at such places is increased?

SHRI JAGDISH TYTLER: Surely we will look into it and we will help wherever possible.

SHRIMATI BIJOYA CHAKRA-VARTY: Sir, I would like to know from the Minister whether it is a fact that at some of the airports there are a lot of bags either containing insecticide or some other similar stuff? These bags are kept there for months together without delivery. The result is that they create unhygienic conditions and a health hazard at the airports. Is it a fact?

SHRI JAGDISH TYTLER: We have 48 hours baggage clearance rules and we keep them for 48 hours before we send them to new destination.

PROF. C. LAKSHMANNA: The Minister has stated about delay or otherwise in the four international airports. I would like to know the position with regard to other categories of airports, especially when there is crowding. Secondly, I understand that in most of these airports there is lack of sufficient number of loading and unloading equipment. I would like to know what steps the Ministry is taking to expedite this matter.

SHRI JAGDISH TYTLER: According to the requirements of the aircraft, we have enough equip-

merits but it does happen sometimes that because of delay in the arrival of an aircraft, or departure of an aircraft from a particular airport, 'bunching' takes place. Supposing an aircraft coming from Kanpur arrives late by half an hour. In such situations, we do have the difficulty. But this is a thing which is not a regular feature. It happens only -occasionally, and such things happen in any part of the world. But I can assure the hon. Members that as far as the minimum requirement of the equipment is concerned, in order to clear the baggage, it is provided and I shall look into it and if there is anything lacking, we shall attend to it.

SHRI DHARANIDHAR BASUMA-TARI: I want to know whether it has been brought to the notice of the Minister that sometimes for want of announcement on the loudspeaker in the VIP room, people are not able to reach the aircraft on time. To give an instance, I travelled with my family and was sitting in the VTP room waiting for the loudspeaker announcement. But there was no announcement. Then somebody came and told me — not any airlines employee, but somebody else — that the plane was leaving. Then my grand child ran towards the aircraft to inform that I had been left out. And only then I could go. So, I want to know how such things happen.

SHRI JAGDISH TYTLER: Where was it?

SHRI DHARANIDHAR BASUMA-TARI: It was in Delhi airport.

SHRI JAGDISH TYTLER: I think all rooms have got the system to receive announcements.

SHRI DHARANIDHAR BASUMA-TARI: But it was not there.

SHRI JAGDISH TYTLER: Had the aircraft left?

SHRI DHARANIDHAR BASUMA-TARI: No, but I was informed that it was leaving.

SHRI JAGDISH TYTLER: That means the aircraft didn't leave because your grand child could go and inform them. Anyway, I will find out.

MR. CHAIRMAN: Both of you settle it outside in the lobby.

SHRI JASWANT SINGH: I do not know how the Minister has arrived at these figures of the timings of the baggage arrival and its handling. But the observations about inordinate delay in the baggage is not a personal observation of the hon. Minister's capability. He should not take it lightly. This is a matter of serious concern. I would like to seek a clarification about the handlers of the baggage. Are they the employees of the Indian Airlines or are they engaged by way of a contract through various agencies by various aircraft? I say so because if you have given out as contract, then you have very little control over them and it is a factor of inefficiency.

SHRI JAGDISH TYTLER: They are employees of the Indian Airlines. I mean those who are handling baggage outside the terminal building where the aircraft lands.

SHRI M. KADHARSHA: Sir, if there is an isolated instance of baggage delay, the airlines can be pardoned. But there is more than that. On many occasions, the baggages are tampered with and even they are missing. On 15th February I travelled by IC-540 from Delhi to Madras. But the baggage was not loaded at Delhi and when the passengers landed at Madras and waited for half an hour, they were later informed that their baggages were not loaded at Delhi. I am only reminded of Draupadi who was strip-

ped by Dushasana. But even at that time, Lord Krishna came to her rescue. But the airlines left the passengers in total chaos. Why do such things happen? What is the reason for it? What steps have been taken by the Government to see that the baggages are not tampered with?

SHRI JAGDISH TYTLER: I will And out and we will take whatever necessary action is needed.

श्री चन्द्रिका प्रसाद त्रिपाठी : माननीय मंत्री जी यह बताने की कृपा करें कि वायुयान सेवा जनमुविधा को ध्यान में रखकर चाहते हैं या केवल विभाग को आमदनी ही इस नकशे को सामने रखकर चलाते हैं ? यह मैं इस लिये कह रहा हूँ कि हमारे यहाँ जबलपुर में एक प्लेन चलता था उसको आपने बंद कर दिया । ऐसा लगता है कि बुद्धिमानों का, विवेक का फैसला लेना होता है तो अधिकांश रियाँ पर छोड़ देते हैं, बाकी टीम टाम पर समय लगा देते हैं ।

MR. CHAIRMAN: Question Hour is over.

#### WRITTEN ANSWERS To QUESTIONS

##### Night landing facility at the Aurangabad airport

\*283. SHRI PRAMOD MAHAJAN: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether night landing facility is not available at the Aurangabad (Maharashtra) airport;

(b) if so, what are the reasons therefor;

(c) whether Government propose to provide night landing facility at the Aurangabad airport; if so, when; and

(d) what is the estimated cost likely to be involved for providing

night landing facility at the Aurangabad airport?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI JAGDISH TYTLER): (a) Yes, Sir.

(b) and (c) Night landing facilities are being provided by the National Airports Authority in a phased manner, according to the night operation plans of airlines. In this case, Indian Airlines projected its requirement only recently and it is expected that the night landing facilities will be provided by the end of 1987.

(d) Estimated cost of facilities proposed to be provided at Aurangabad airfield is Rs. 63.00 lakhs'.

##### Lanka-Badarpur broad gauge rail line

\*284. SHRI KAMALENDU BHAT-TACHARJEE: Will the Minister of RAILWAYS be pleased to state whether Government have examined the feasibility and viability of constructing a broad gauge line from Lanka to Badarpur under North-east Frontier Railway and if so, with what results?

THE MINISTER OF STATE OF THE MINISTRY OF RAILWAYS (SHRI MADHAVRAO SCINDIA): Yes, Sir. A new broad gauge line from Lanka to Silchar was surveyed but could not be approved for construction due to high cost and severe constraint of resources.

##### Digital telephone exchanges for rural Areas

\*285. SHRI K. VASUDEVA PANICKER: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether any digital telephone exchange has been developed recently in the country for installation in the rural areas; and

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