

for Family Planning for the year 1971-72 is Rs. 6060.46 lakhs.

(b)	<i>Achievement*</i> (upto January, 1972)
Sterilisation	1,744,552
I. U. C. D.	374,249
Equivalent Conventional Contraceptive Users	2,218,827

\* Provisional

(c) and (d) By and large, the Family Planning Programme is becoming popular in the rural areas. During the last 4 years, an average of 59% of the total Sterilisation and I. U. C. D. insertions in the country have been done on rural population. Data are not available exclusively for labour areas. Studies carried out in various parts of the country, however, indicate that as a result of mass education and motivation efforts, 70 to 80% of the people, both rural and urban, have favourable attitudes towards Family Planning.

#### सफदरजंग रेलवे ओवरब्रिज

439. श्री लाल आडवाणी : क्या निर्माण और आवास मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि केन्द्रीय लोक निर्माण विभाग के एक वरिष्ठ स्थापति ने सफदरजंग रेलवे ओवरब्रिज के वर्तमान डिजाइन को अत्यन्त भद्दा और दोषपूर्ण बताया है; और

(ख) यदि हाँ, तो उसने जो आपत्तियाँ उठाई हैं; उनका ब्यौरा क्या है और उनपर सरकार की प्रतिक्रिया क्या है ?

#### SAFDARJANG RAILWAY OVER-BRIDGE

439. SHRI LAL K. ADVANI : Will the Minister of WORKS AND HOUSING be pleased to state :

(a) whether it is a fact that according to a senior architect of the C.P.W.D., the present design of the Safdarjung Railway over-bridge is absolutely ugly and faulty; and

(b) if so, the details of the objections raised by him and the reaction of Government thereto?

**निर्माण और आवास मंत्रालय में राज्य मंत्री (श्री आई० के० गुजराल) :** (क) तथा (ख) यह सत्य है कि केन्द्रीय लोक निर्माण विभाग के मुख्य वास्तुक ने सफदरजंग हवाई अड्डे के समीप प्रस्तावित ओवर-ब्रिज के मॉडल पर कुछ टिप्पणियाँ भेजी हैं। ये ओवर-ब्रिज के वास्तुशिल्पीय डिजाइन के सम्बन्ध में हैं। फिलहाल यह मामला विचाराधीन है।

[THE MINISTER OF STATE IN THE MINISTRY OF WORKS AND HOUSING {SHRI I. K. GUJRAL}: (a) and (b) It is a fact that the Chief Architect of the C.P.W.D. has sent certain comments on the model of the proposed over-bridge near Safdarjung airport. These concern the architectural design of the over-bridge. This matter is, at present, under consideration.]

#### CALLING ATTENTION TO A MATTER OF URGENT PUBLIC IMPORTANCE

#### REPORTED "GO SLOW" METHOD ADOPTED BY THE ENGINEERS OF THE INDIAN AIR- LINES RESULTING IN DELAY AND CANCELLATION OF CERTAIN FLIGHTS

SHRI PRANAB KUMAR MUKHERJEE (West Bengal) : I beg to call the attention of the Minister of Tourism and Civil Aviation to the reported 'go slow' method adopted by the Engineers of the Indian Airlines resulting in delay and cancellation of certain flights.

THE MINISTER OF TOURISM AND CIVIL AVIATION (DR. KARAN SINGH): Sir, the earlier wage agreement between the Management of Indian Airlines and the All India Aircraft Engineers Association expired on the 27th November 1968. A fresh charter of demands was submitted to the Management by the Association on the 29th April 1970. Unfortunately, in spite of prolonged negotiations, an agreement has not yet been arrived at. The Management of Indian Airlines communicated its final offer to the Engineers Association on the 8th February 1972. On the 22nd February a letter was addressed to the Management by the Association expressing serious disappointment with the offer. Simultaneously, delays started to occur in Indian Airlines services. The inference is inescapable that the Engineers are trying to bring pressure on the Management to concede their demands.

While I do not wish to enter into details with regard to the proposals, I am satisfied that the final offer made by the Management is fair and indeed generous. It is my sincere hope that the concerned Engineers will desist from any activity which may disrupt the working of this vital public sector undertaking, damage the national interest and cause acute inconvenience to the travelling public.

[THE VICE-CHAIRMAN (SHRI RA. TENDRA PRATAP SINHA) in the Chair]

SHRI PRANAB KUMAR MUKHERJEE : Only the other day the Minister objected to a blanket condemnation of the services of the IAC. Therefore I am restraining myself from making any blanket condemnation but in view of the fact that within the very short time of its life as many as 124 troubles according to the observations of 'The Times of India' took place in the IAC either in the form of 'work to rule' or in the form of 'go slow' movement culminating in the lock-out for a few weeks in last year causing a loss of Rs. 4.68

crores as admitted by the Minister himself on the floor of this House in '970-71, may I know whether the Government finds it advisable to appoint a high-powered commission to look into the whole affair of the IAC with power to recommend remedial measures?

Secondly, would the Minister agree that the policy of appeasement followed by the IAC authorities of the various sections of its employees has created such a situation that various types of employees are coming forward with evergrowing demand? The Minister himself pointed out on another occasion that an undergraduate engineer is getting Rs. 3400 per month and they are demanding 30% increase in their salary because according to the observations of a spokesman of the Indian Aircraft Engineers Association, it is not because of their low salary that they are resorting to 'go slow' movement but because of the discrimination to a section of the employees. The authorities have created a situation in which there is competition between one section and another and by appeasing to the unreasonable demands of a section of employees the authorities have created this situation. In view of that fact, would he categorically assure the House that he would give up the policy of appeasement and would firmly deal with the employees? An undergraduate engineer is getting Rs. 3400 per month. There is no dearth of engineers in this country or pilots in this country. As many as 450 commercial pilots are going without employment. In view of that, may I know if he would create a reserve pool of commercial pilots and engineers and would give them sufficient training so that from that reserve pool they can meet situations like this and they will not concede the unreasonable and evergrowing demands of the technicians, engineers, pilots, etc? Thirdly, may I know from the Minister whether they would look into the affairs of the Indian Airlines? Nowadays it is known to everybody in spite of the Minister's objection to a blanket condemnation I am sorry to say that during the last few months I do not know whether

any flight between Calcutta and Delhi went in time. Only the other day while I was travelling by a Calcutta flight along with Mrs. Purabi Mukherjee, the plane was delayed by four hours and the Indian Airlines people did not even have the courtesy to inform that the plane is late by four hours.

SHRI A. G. KULKARNI (Maharashtra) : You are talking of four hours; some are coming next day

SHRI PRANAB KUMAR MUKHERJEE : Yes; the morning flight is coming in the late afternoon. In spite of all that the Minister objects to a blanket condemnation of Indian Airlines services. In view of all these things may I know from the hon. Minister whether they would take a stiff attitude towards these employees . . .

THE VICE-CHAIRMAN -SHRI RAJENDRA PRATAP SINHA) . Yes; don't repeat yourself.

SHRI PRANAB KUMAR MUKHERJEE : . . . and they would not allow (hem to indulge in such things?

DR. KARAN SINGH : Sir, it is unfortunately true that the labour situation in Indian Airlines has been unsatisfactory for some time. However, since the lock-out until very recently there has been an improvement. There are seven unions in the Indian Airlines. Fresh agreements have been signed with five of these unions after the lock-out leaving only the Pilots' Union and the Engineers' Union. I understand that the agreement with the pilots also is now nearing fruition and may be signed, we hope, fairly soon. That leaves only one section of the employees now, the Engineers, with whom an agreement has not been arrived. This multiplicity of unions in the Corporation is itself a major cause for trouble but I had hoped that after the lock-out and after the very firm stand that the Government had taken on this matter there would come about a new attitude both among the labour and among the

management. The hon. member has talked of appeasement; I agree that appeasement is not correct. Of course, aircraft employees are highly skilled people and they should not be denied what is their due. This short of pressurising is what I really object to. If there is genuine negotiation between the management and the labour and if for some reason they are not able to come to an agreement there are procedures laid down by which an agreement can be brought about under the Industrial Disputes Act but what is really objectionable is this attempt to bring pressure to bear upon the management by indulging in these activities as a result of which as the hon. Member says and as my friend, Mr. Kulkarni says, flights are delayed and the innocent travelling public is put to great inconvenience. Therefore. . .

SHRI N. G. GORAY (Maharashtra) : Then why were you angry with me yesterday?

DR. KARAN SINGH : I was not angry; I would not be so discourteous as to be angry with a senior Member like Shri Goray. I merely said that blanket condemnation—that is the word which the hon. Member has also used—is not fair. It is not fair to completely condemn everybody in the Indian Airlines: there are so many difficulties. That is why I was very unhappy when this trouble started because I had hoped, after the Government took the serious step of lock-out last year, which is after all the final step that the Government could take and after the complete change in the management—we had a new management—that a fresh leaf would be turned both by the management and the labour. As you know there has been improvement in respect of all other categories. It is only the engineers who have not yet come to an agreement and that is why I expressed the hope in my statement that they also will come to an agreement very soon. If for some reason they are not able to arrive at an agreement they can go by the law of the land; they should not indulge in this type of direct action as it were tam-

[Dr. Karan Singh]

pecting with the whole smooth process of operations. The hon. Member also raised the question of reserve pool. This came up last year also if the House will remember. It is not really possible for us to create a reserve pool because these unemployed pilots that the hon. Member talks of are only having their commercial pilots licence. Before these pilots are able to fly sophisticated planes they have got to go through many years of experience and many years of training. It is not possible for us simply to take a pilot as it were off the road and put him in command of a machine and the lives of many people. These people have to have their training and have to gain experience before. . .

SHRI BHUPESH GUPTA ( West Bengal):  
If in that plane you put Mr. Pranab Kumar Mukherjee also, he will not make that suggestion.

DR. KARAN SINGH : Therefore the question of a reserve pool is not possible. However, I agree that the training policies of the Indian Airlines have not been as scientific as they should be. There is an imbalance in our training and this is something which has come down to us over the last eight or ten years. And one of the first things I did when the new management took over was to ask them to draw up a perspective plan for training so that we have not only an adequate number of pilots and an adequate number of technicians but we also have some cushioning so that, if a serious situation arises, we can meet it. Meanwhile, all I can say is that it is highly unfortunate that the situation has arisen, and I again appeal to the engineers that they should not, by impeding the smooth working of the Indian Airlines, bring the entire Airlines into disrepute.

श्री जगदीश प्रसाद माथुर (राजस्थान) :  
यह जो स्थिति इंडियन एयरलाइन्स में पैदा हुई है इसको आप गो स्लो की पालिसी कहते हैं और कर्मचारी इसको वर्क टू रूल की संज्ञा

दे कर अपना काम कर रहे हैं। क्या यह सही है कि आज के दिन केवल बोइंग की फ्लाइट डिले हो रही है और बाकी जो फ्लाइट्स हैं वे डिले नहीं होती हैं। इसमें एक कारण यह भी है कि विशेष प्रकार के आपके जो वायुयान हैं इंडियन एयरलाइन्स के अन्दर और जो विभिन्न प्रकार के तरीके हैं उनके अन्दर काम करने के उसके नाते से उन्होंने वर्क टू रूल का नियम लागू किया है। बोइंग की जो नई सर्विस उनको प्रदान की गई है उसमें काम करने से उनको जो विलम्ब हो रहा है या जनता को परेशानी हो रही है उसमें वर्क टू रूल के नाते से ज्यादा परेशानी आ रही है और इसलिये इसको ठीक करने की दृष्टि से मंत्री महोदय इस पर विचार करेंगे या नहीं। आपने कहा कि केवल इंजीनियर्स की इस प्रकार की यूनियन है जिस की हम अभी तक कोई व्यवस्था नहीं कर पाये। जैसा कि अभी श्री मुखर्जी ने चार्ज लगाया कि कर्मचारियों का यह कहना है कि अपीजमेंट का प्रश्न नहीं है बल्कि डिस्क्रिमिनेशन का प्रश्न है। उनका यह कहना है कि मैनेजमेंट डिस्क्रिमिनेशन करता है, पक्षपात करता है। जिस समय श्री कुमारमंगलम उसके चेयरमैन थे उस समय भी इस सदन में इसी प्रकार का आरोप लगाया गया था और आज भी इसी प्रकार की स्थिति उत्पन्न हो गई है। जो कर्मचारीवर्ग है वह कहता है कि तनख्वाह का सवाल नहीं है, सवाल व्यवहार का है। मैनेजमेंट की ओर से जो व्यवहार हो रहा है वह वास्तव में सम्मानजनक व्यवहार नहीं है। मैनेजमेंट की ओर से सम्मानजनक व्यवहार न होने के कारण अगर इस प्रकार की स्थिति पैदा होती है तो इसकी जिम्मेदारी मंत्री जी पर भी है। जब से आप इस विभाग में बैठे हैं तब से लगातार किसी न किसी रूप में इस इंडियन एयरलाइन्स में

इस प्रकार की स्थिति पैदा होती आ रही है। क्या इसकी व्यक्तिगत जिम्मेदारी आप अपने ऊपर नहीं लेंगे। केवल कंडेम कर देने से और साथ में अपील कर देने से कुछ काम होने वाला नहीं है। क्या कभी आप उनसे मिले हैं, क्या आपने व्यक्तिगत रूप से कभी पर्सनली, एक मंत्री होने के नाते, एक जनप्रतिनिधि होने के नाते क्या आपने कभी इस बात का प्रयत्न किया है और अगर नहीं किया है तो क्या यह सारे का सारा दोष और जो आज इस डिपार्टमेंट में सारी गड़बड़ी है उसकी सारी की सारी जिम्मेदारी आप अपने ऊपर ले कर आप इसको सुधारने की व्यवस्था करेंगे ?

डा० कर्ण सिंह : माननीय सदस्य ने कुछ सुभाव दिये हैं। उन्होंने विशेषकर कोई प्रश्न नहीं पूछा है। केवल उन्होंने यह पूछा कि अभी गो स्लो हो रहा है या नहीं। जो हो रहा है वह अनौपचारिक रूप से हो रहा है। कोई उन्होंने घोषणा नहीं की है कि हम गो स्लो कर रहे हैं। जो भी गो स्लो है वह अनौपचारिक है और वह अधिक कठिन है। अगर कोई घोषणा होती तो उसके विषय में आदमी कोई कानूनी कार्यवाही भी कर सकता है। लेकिन जो बिना घोषणा के होता है उसका सामना करना बहुत कठिन है। माननीय सदस्य ने यह कहा कि सम्मानजनक व्यवहार उनके साथ नहीं होता है, इसलिए वे दुखी हैं। ऐसी तो हमारी जानकारी नहीं है। हर एक यूनियन से बात हो रही है। जैसा कि मैंने पहले कहा था कि 7 यूनियन हैं और हर एक के साथ अलग-अलग स्तर पर, अलग अलग रूप से बातचीत हो रही है। कोई ऐसी बात नहीं है कि केवल एक से बातचीत हो रही हो और दूसरों से नहीं हो रही हो। जहां तक मेरा अपना व्यक्तिगत प्रश्न है मैं यह समझता हूं कि यदि कोई

कर्मचारी मुझसे मिलना चाहे तो बड़ी प्रसन्नता से मैं मिलूंगा और मिलता हूँ। लेकिन यह जो प्रश्न है यह मैनेजमेंट और लेबर के बीच में है और आपस में उनको तय करना चाहिए। इसलिए हर एक बात में व्यक्तिगत हस्तक्षेप करना, इससे न लेबर को लाभ है और न मैनेजमेंट को लाभ है। (Interruption) लेबर मिनिस्ट्री का भी इस डिसप्यूट से सम्बन्ध है और लेबर मिनिस्ट्री भी इसमें काम कर रही है। सेंट्रल लेबर कमिशनर भी अपने रूप से यत्न कर रहे हैं और जहां तक किसी से मिलने का प्रश्न है उसमें कोई सम्मान का प्रश्न नहीं है। उस का कोई सबाल नहीं है, जिससे जरूरत होगी हम मिलेंगे। मिलने से अगर कोई चीज हल होती है तो अच्छा ही है। नीति यह है कि इस समय उनकी बातचीत हो रही है आपस में और सेंट्रल लेबर कमिशनर भी हम इसमें ला रहे हैं और इसलिए मैंने आशा प्रकट की कि यदि वे सफल हो जायें तो अच्छा होगा।

SHRI JOACHIM ALVA (Nominated): Compared to Air-India, which had its first strike in 1948, Indian Airlines have had more troubles with their labour, pilots engineers and others. The hon. Minister has said that he has to deal with seven unions. I want to know why is it that the Indian Airlines, which have a new management, a new General Manager and a new Chairman, who is business-minded, are not running properly. When Mr. Kumaramangalam was the Chairman, a section of the House was running him down saying that he was a communist. He is a most capable Minister working hard at present. Why cannot the new management have a dialogue with labour and have the terms settled round a table? How long are the passengers going to be oppressed by them? Apart from this, the food is not satisfactory after paying so much. Most passengers are either Government servants

[Shri Joachim Alva] or MPs or business executives. The poor fare-paying passengers are oppressed. Why is it that they are oppressed? Then, our rates are the highest. Though the PRO of Indian Airlines writes in the Times of India laying that our rates are low, it is wrong. Our rates are very high. The rate charged per passenger is very high. Why not take a lesson from the USSR where almost everybody travels by air in most comfortable planes? everybody there wants to go in very comfortable planes. Why is it that we are still far behind? We have a very patriotic Minister. With a new General Manager and a new Chairman why cannot he sit with labour, have a round table conference and settle these matters?

DR. KARAN SINGH : As I submitted earlier, in fact negotiations between the new management and the labour unions are in progress. As a result of these negotiations five agreements have been signed with five unions. That leaves us with two unions. Certainly more meetings should be held and also this long range problem should be sorted out. The hon. Member has raised two other issues which perhaps are not directly connected with this. One is food. This is a thing which comes up again and again. We have set up a new flight kitchen. Air-India has set up flight kitchens in Bombay and in Delhi. Air-India will take over catering at the Delhi Airport from the 1st April and I hope there will be a marked improvement in regard to food fairly soon. As far as the rates are concerned, these are the economic rates. Our operating costs are very high. The cost of kerosene and fuel has increased. Labour costs are high. Even at these rates the Airlines have very often failed to make a profit. Comfort-wise I think our jet planes are as comfortable as any internal services anywhere else in the world.

SHRI BHUPESH GUPTA : This matter has been before us for some time now. First of all, I would like to know whether it is a fact that before the written offer was

made, the management had made certain promises which were somewhat better and that the employees were somewhat taken aback or the Engineering Association was taken aback by the written offer that has been made now which is not as good as the promises that were made. How is it that the spoken word was of one type and the written word of another type? If that is so, then it should be rectified. I think the hon. Minister needs to explain another point. Last week or in the beginning of last week he said that all these people were getting Rs. 2,000 per month. Then, he successfully exploited our sentiments. I am one of those who would not be in favour of high salaries even to our Ministers.

Now, Sir, I should like to know whether it is a fact that the bulk of the 600 engineers are in the category between Rs. 1000 and Rs. 2000 and that only a few, a handful in the supervisory category get really something around Rs. 3200. If that is so, it does not seem fair it will create an impression in the country that all of them are getting Rs. 3200. I would like to have a statement on the basis of the facts which should be available with the Government as to how many of them are getting below Rs. 2000, how many of them below Rs. 1500 and exactly how many are getting Rs. 3200.

Now, Sir, is it a fact that they are being discriminated against? That point should be a little stressed. If a section of the employees, quite apart from raising their demands, feels that they are discriminated against, that becomes an element of discontent. If that is so, what are the steps that the Government are taking to remove the discrimination? is it a fact that certain people in other branches or in Air India—in those services—are getting certain benefits and emoluments also to which the engineers whom we are discussing about are entitled?

I should like to know whether the question of delay has been gone into because we find that the engineers have

denied that they are responsible for delays. I do not take their word for gospel truth. But they have denied it. My friend, Mr. Pranab Kumar Mukherjee—he has gone—said that there was four-hours' delay. I have also been delayed. I made inquiries as to the delays. Some of the delays, I found, were not due to the engineers at all or to 'go-slow' tactics or to open or secret things announced or unannounced. That I found. Now, Sir, has there been a proper investigation of the delays to find out exactly why the delays were caused? It should be possible to find out on the basis of reports coming from various quarters and centres as to why the delay was caused. Otherwise, it looks as if all of them are responsible for the delay, as if there is no other reason for the delay. Now, that would not be fair.

My friend, Dr. Karan Singh, would not like to interfere. That is to say, he would not like to meddle; he would like the matter to be settled between the employees and the management. I agree. But you have already started intervention, interference in the internal affairs of others. When the Minister makes statements here, some of the statements are certainly loaded very much against the engineers concerned. It is an interference.

SHRI AKBAR ALI KHAN (Andhra Pradesh): He replied to your queries.

SHRI BHUPESH GUPTA : I am coming to that. It is an interference also. I am not opposed to ministerial intervention in favour of the workers in these things. Therefore, if the management and the workers are not in a position to come to an understanding across the negotiating table, it stands to reason that the Minister should step in in order to help. There is nothing wrong in it. In fact, Dr. Karan Singh is very actively intervening in this situation by his utterances on the floor of the House. Therefore, I say, intervention he has started. The hon. Minister should say as to why a settlement should not be arrived at. and I think, if you had given

them assurances orally, they should be kept.

DR. KARAN SINGH : Sir, the hon. Member has raised four or five different points. The first thing is with regard to the written offer and the oral offer. Now, Sir, as you know, offers of this nature are always really cleared by the management and the Board of Indian Airlines. And until an offer is finally cleared by the Board I do not think it can really be accepted as the final offer. I am not aware of any promise having been made or broken. But I feel that the offer is always made in these negotiations. If they are not able to *come* to an agreement, then an offer in writing is made. That is the substantive offer which holds the ground. I have no information with regard to any promises.

Sir, I did not say that all Engineers drew Rs. 3,000. I think there has been some misunderstanding on that score. I said that these Engineers, or some of them, are offered up to Rs. 2,900.

SHRI BHUPESH GUPTA : How many of them exactly draw Rs. 2,900?

DR. KARAN SINGH : I will tell you the wages if the House is interested to know it. It is as follows :—

A.M.E. II	...	Rs. 1,587
A.M.E. I	...	Rs. 2,017
Asstt. Supdt.	...	Rs. 2,337

The offers that have been made are :—

A.M.E. II	...	Rs. 1,989
		almost Rs. 2,000
A.M.E. I	...	Rs. 2,560
Asstt. Supdt.	...	Rs. 2,955
		almost Rs. 3,000

plus shift allowance and overtime for the first two categories.

SHRI BHUPESH GUPTA : How many are getting less than Rs. 3,000?

DR. KARAN SINGH : Sir, approximately in the A.M.E. I and the A.M.E. II categories there are about 400. Those who

[Dr. Karan Singh |

are being offered in the neighbourhood of Rs. 2,000 to Rs. 2,500 are in the category of A.M.E. I. Whereas the number of Assistant Superintendents who are now being offered almost Rs. 3,000 is 60 plus shift allowance when they do shift work as also overtime . . .

SHRI BHUPESH GUPTA : Dr. Karan Singh, the way you answered the other day everybody, at least I, got the impression that the average person is getting Rs. 3,200.

DR. KARAN SINGH : I am sorry if my statement gave that impression.

The third point is with regard to discrimination. As I said earlier, there are six unions. With each union they have their collective bargaining. The management has got to bargain with each union. I do not think there is any question of discrimination. It would be very wrong for the management if they discriminate in favour of one or against any particular category. In every set up every employee has a fundamental role to play. So there should be no question of discrimination, though certain categories may suffer from a feeling that they are being discriminated against. When we look at the offer it does not appear *prima facie* to be a discriminatory offer.

As for delays, as the hon'ble Member knows, there are many reasons for delays. I have never said that all the delays are necessarily caused by engineers. There are engineering snags. There are bird hits and so on. But it is incontrovertible that in the last few days there have been additional delays due to the activities of the Engineers. It is very difficult to find out the exact cause because this is a continuing thing. There are hundreds of flights every day and it is difficult to give the percentage. But there have been additional and very long delays as a result of these activities for the last two or three weeks. . .

SHRI BHUPESH GUPTA: May I know whether any report has been made to you ? For example, how many planes were delayed at the Dnm Dum airport ?

DR. KARAN SINGH: These vary from day to day. I want to make one correction. It has been brought to my notice that I said that agreements have been signed with five unions out of the seven. I am told three have only been signed so far. The other two are in the process of finalisation and will be signed soon.

SHRI A. G. KULKARNI : Sir, it is no use bringing again and again the woes of the Indian Airlines. So many times we have discussed this problem in this House. But it seems the personnel policy of the Indian Airlines has failed. This point was particularly brought two or three months ago when similar occasions had arisen. I am sorry that such highly paid personnel, whether pilots or engineers or other employees of the Indian Airlines, should behave such irrationally when the nation demands a high sense of duty of them. That is why I said at that time also that the personnel policy of the Indian Airlines and the question of discipline needs to be looked into. The new management has not been successful. That is why I again draw the attention of the Minister that one of the important problems of the Indian Airlines is to improve the personnel policy, particularly to satisfy the pilots and the engineers so that they feel that their association is worth while their work in the Indian Airlines.

In this connection I want to draw the attention of the hon'ble Minister to two other problems. It is not that the Members are unnecessarily worked up. The moment you enter an aerodrome or a plane you feel the courtesy, the behaviour is so obnoxious that a passenger is always irritated by the behaviour of the employees. That is why I want to draw the attention of the Minister particularly to this problem.



SHRI AKBAR ALI KHAN : That is not our experience.

SHRI A. G. KULKARNI : You are an old man. How can you have any experience ?

THE VICE-CHAIRMAN (SHRI RAJENDRA PRATAP SINHA) : Mr. Khan, let him continue.

SHRI JOACHIM ALVA : There is some truth in what he is saying.

SHRI A. G. KULKARNI : There is truth in that, I know.

*(li'terrupiiions)*

THE VICE-CHAIRMAN (SHRI RAJENDRA PRATAP SINHA) : Please go ahead, Mr. Kulkarni.

SHRI A. G. KULKARNI : What I wanted to say was, there is multiplicity of unions and whether you sign three contracts or five contracts, it is not going to make any difference unless the entire approach to the problem is reviewed by the Indian Airlines. My second point is regarding another arrangement to be made at the aerodromes. In to-day's *Times of India* there is a cartoon showing a horoscope man attached to the airlines office. I want to know whether, apart from the T. V. which shows which aircraft will leave at what time, horoscopists will also be sitting below your enquiry counter so that passengers will know at what time planes will be leaving.

The last point is, as I categorically stated yesterday and the hon. Member, Mr. Chandra Shekhar also stated, the Ramamritham Committee examined six aircraft and it was found that only one came through the test.....*(Interruption)* I am being allowed by the Chair to make the point. I myself made the point yesterday and Mr. Chandra Shekhar also made it.

THE VICE-CHAIRMAN (SHRI RAJENDRA PARTAP SINHA) : Please wind up.

SHRI A. G. KULKARNI : It is there on page 50 of the report. It is for the House and the Minister to take note of it. Out of the six aircraft, one aircraft was up to the satisfactory standard, i. e. 20 per cent of the aircraft. Three aircraft, i.e. 50 per cent of the aircraft, were within the tolerance limit and two aircraft were below the standard level. Sir, we are not happy to discourage the public sector.....

THE VICE-CHAIRMAN (SHRI RAJENDRA PRATAP SINHA) : But he cannot answer that question to-day. We are dealing with something else.

SHRI A. G. KULKARNI : My point is whether in the interest of public safety, the Minister will assure us that till satisfactory performance is ensured, the load factor will be reconsidered by the Indian Airlines.

THE VICE-CHAIRMAN (SHRI RAJENDRA PRATAP SINHA) : All right, please sit down. Yes, Mr. Minister.

DR. KARAN SINGH : Sir, the hon. Member has very correctly stated that the approach of the management towards the whole problem should be a constructive one and that courtesy should be predominant. I have made this point on many occasions to the management. When the new management came in this time, I particularly pointed out to them that there was a complaint—whether it is as widespread as Mr. Kulkarni has stated or not—that courtesy was lacking as far as Indian Airlines was concerned and I was assured that efforts would be made to improve courtesy. I am sorry that Mr. Kulkarni's experience has been so unhappy. I can only say that we will again have another drive. One of the things, for example, is that it does not cost the hostesses any-

[Dr. Karan Singh] thing to smile. If they smile when the passengers come, I think a lot of irritation which Mr. Kulkarni has mentioned will be removed. (*Interruption*) I agree the point is well taken. There can be no two opinions about it. The other point which has been raised again is with regard to the Avros.

SHRI A. G. KULKARNI: What about the horoscope ?

DR. KARAN SINGH : With regard to the horoscope, I can only say that I am afraid passengers will have to carry their own horoscopes with them rather than have them made there at the airports. I was hoping that hon. Member would congratulate us for installing the closed-circuit T. V. because it does improve the situation considerably.

The Avro point has come up many times and we have debated it here. It is true that the committee has said that one aircraft was above requirements, three were within permissible tolerances and two were of poor performance. Even at that time we were very unhappy. We have got the whole fleet looked into very carefully both by the users, *f. <\**. the Indian Airlines, and by the manufacturers, i. e. the HAL. I would like to reiterate that if there is any question of safety, not only will we reduce the load, but we will ground the planes themselves. Let me make it very clear. I do not know how that impression has been created that our planes are not safe. I am the man who is directly responsible. Therefore, if safety requires, we will do whatever is necessary, not only reduce the load. It must be proved safety, not in view of some labour unions asking "*yeh kero, yoh karo*". It must be *bona fide*.

SHRI K. P. SUBRAMANIA MENON (Kerala) : The Indian Airlines have been suffering from interminable disputes because its Personnel Department all the time has been believing in creating disputes. It

had set one section of employees against the other and created all sorts of problems. And now the section of employees which has been all the time the set pampered lot of the management has turned against them. This is what has happened. These aircraft maintenance engineers have always been used by the management to beat down the technicians and other workers and to create difficulties for them, and they were all the time discriminated in favour; they were given a pampered treatment. And now because some of those pampered treatment are denied by the now management, these people are now turning against and creating all these difficulties. This is what I understand. May I know from the Government whether these aircraft maintenance engineers have been offered certain terms which are much better than they enjoy today, but they are refusing them because they have been denied the chances of malpractice, taking extra overtime and other holidays, etc.? Secondly, I would like to know whether most of these aircraft maintenance engineers, the so-called maintenance engineers, had been sinecure and without having any particular qualification or anything, but have been promoted as such because they were the good boys of the management. Thirdly, I would like to know whether it is a fact that this trouble is now being instigated by a member of the Cabinet because he was earlier connected with it and this section of the employees had been his favourites.

DR. KARAN SINGH : He has asked three questions. He has made contradictory statements, if I may say so. On the one hand the honourable Member said that the Airlines is discriminating against the aircraft maintenance engineers .....

SHRI K. P. SUBRAMANIA MENON: I did not say that. If said they have been discriminated in favour all the time.

DR. KARAN SINGH : If they have been discriminated in favour, then this is

a very strange attitude for them to adopt—to go slow and disrupt work. I think the whole thing is self-contradictory.....

SHRI K. P. SUBRAMANJA MENON :  
No.

DR. KARAN SINGH : I think it is also extremely wrong to say that a member of the Cabinet is instigating it. I would very strongly repudiate any such suggestion.

SHRI K. P. SUBRAMANJA MENON :  
It is a fact.

DR. KARAN SINGH : the question does not arise. I can say that with full responsibility. On the question of their becoming sinecures, these engineers have got licences, and those licences are checked from time to time by the concerned authority in the Department of Civil Aviation. So there is no question of anybody being a sinecure.

SHRI ARJUN ARORA (Uttar Pradesh) :  
The Minister stated that there were prolonged negotiations with the engineers about their wages. May I know whether it is a fact that these negotiations continued for as long as thirty months and does the Minister consider continuance of a wage dispute for thirty months conducive to good industrial relations ? Why was arbitration not resorted to in time ? Then, secondly, he said that because the wages offered to the engineers were not acceptable to them, the inescapable inference is that they are resorting to go-slow. That does not seem to appeal to reason. Has the Minister or anybody on behalf of the Minister established contact with the engineers before or after they were accused of go-slow ? And, thirdly, is it not a fact that the planes of the Indian Airlines are used for twelve or so flying hours everyday which is unusual as compared to other parts of the world ? So the fatigue factor is there. The engineers cannot be blamed

if they take a longer time to certify the planes airworthy.

DR. KARAN SINGH : As I said in my statement, the fresh charter of demands was submitted by the association on 29th April 1970 which means that it is in fact less than a year. But a year is bad enough as it is. I am simply saying that it is not 30 months. It is true that even a year is very long. Unfortunately it is prolonged. We are in contact with them and the Labour Ministry is also in contact with them. There are daily meetings. It is not as if there is break down of physical communication. It is simply that the agreement has not come about. As regards the utilisation question...

SHRI ARJUN ARORA : What about arbitration ?

DR. KARAN SINGH : I agree that if there is break down of negotiations we should go in for arbitration or adjudication. This is the procedure which is laid down in the Industrial Disputes Act. This is why I was saying that if there is a dispute, you should go to the concerned authority; but you do not put the travelling public to this inconvenience.

As far as utilisation is concerned, the hon. Member is aware that in many other countries there is lot of night flying. Indian Airlines planes do not do night flying. What is necessary is that our planes should be utilised more. Plane is a machine and it must be utilised fully so that more and more people can travel by air.

As far as employees are concerned, naturally their interests must be safeguarded. I do not think it will be correct to say that the engineers are in any particular state of exhaustion because of over-utilisation. I think they are well maintained. Apart from salaries, they get shift and over-time. . .

SHRI ARJUN ARORA : I did not say that the engineers are facing exhaustion.

[Shri Arjun Arora] The fatigue factor that I mentioned is in respect of the planes.

DR. KARAN SINGH : In fact planes are not facing exhaustion, if they are properly maintained. I must make one point clear. The hon. Member is quite right that in April 1970 the charter of demands was submitted and it is almost two years now. It is long overdue that either we must come to some agreement or go in for arbitration.

SHRI A. D. MANI (Madhya Pradesh): Before I raise three points for clarification, I want to mention (hat the offer made by the government to the engineers is a very fair one and should be accepted by them. Persons in other services do not get all these emoluments and facilities as engineers in Indian Airlines get.

My first points for clarification is this. I would ask the Minister whether he has examined the root cause for this endemic labour trouble in the Indian Airlines. Is it not due to the monopolistic position of IAC in regard to civil aviation ? Has he considered the possibility of allowing private operators to flight ? It was done. Why not allow them to fly at least one flight on the Golden Triangle Route ?

Secondly, has any management study been conducted by the management concerned in this regard ? There are firms in Bombay which go into these problems and tell you when engines should be overhauled and within what period of time. They themselves employ persons for the purpose and submit a report. The moment a report of that kind is ready, these go-slow tactics will be a matter of discipline. Now you cannot take any action because they will say that it will take some time to do a certain job.

He mentioned about TV. It is a welcome relief to passengers who have to wait at Palam. But unfortunately TV is

not in Bombay which has an international airport. Once I had to spend about four hours there. They said the plane was flying at 4. Then they said it was flying at 4.30. Then they said 7. And I thought of going round the town and coming back. And the plane left at 6.15.

Sir, this is a shocking state of affairs and I would like the hon. Minister to give special attention to Bombay and Dum Dum which are international airports and which are as important as the Delhi airport. I want to know why there is delay in getting the TV equipment for these two places.

DR. KARAN SINGH : Sir, I am glad that the hon. Member agrees with me that the offer made is fair and generous. Sir, he has made three points. I am afraid, Sir, it is not possible to accept the theory that in every undertaking there must be competition in order to ensure efficiency and in this country that would mean that we have to run a parallel railway system, a parallel P&T system and a parallel airline system and it is simply impossible. In fact, Sir, it would be a sorry day if we come to a situation in which the employees of the public sector do not work properly just because there is no competition. I am afraid, there must be some motivation. The public sector is expanding and is bound to expand and we must motivate the employees of the public sector to work despite lack of competition.

Then, Sir, productivity studies of various types have been made from time to time. Job evaluation was also done to a certain extent and studies have also been made. To my mind, it is not really so much a question of academic studies, but it is simply this that there is not a proper rapport and there is not a proper relationship between the management and the labour is not enthused, is not involved in this process. They negotiate their demands which may be reasonably taken

by themselves. But, they don't realise that they are parts of a vital public sector undertaking. This awareness of their responsibility is unfortunately not there. As Mr. Kulkarni also said, high-paid categories of the employees are behaving in this manner and it is very unfortunate. I think it is a part of the general atmosphere, and a general national involvement which is necessary. There is weakness and I must say that I also do not want to absolve the management from their share in this, because it is quite clear that despite the change in managements there has still not been that new relationship which, I had hoped, would come about.

Sir, TV is going to be installed in all our four international airports as early as possible and Bombay will be next airport.

THE VICE-CHAIRMAN (SHRI RAJENDRA PRATAP SINHA) : Yes, the last question, please. Yes, Mr. Muniswamy.

SHRI N. R. MUNISWAMY (Tamil Nadu): Sir, I hope I shall not be mistaken that I am putting an embarrassing or an inconvenient question at this juncture because all the various points have been answered and the discussion is almost over. But, Sir, my only request is that you convene a conference of all the leaders of the political parties and the labour leaders and evolve a formula by which you can have a moratorium on strikes, lock-out and the 'go-slow' tactics so that we can consolidate whatever we have achieved. What I find is that we construct on the one hand and cause conditions for destruction on the other. So, this go-slow policy or such strikes and other things are not only in this sector, but they are all over the world now and more so in India. At a time when we are having a thumping majority, this type of a moratorium on strikes, lock-outs and the 'go-slow' methods, on all these three aspects, will certainly benefit us and we will stand to gain. I think the hon. Minister who has

a varied knowledge and experience can convene a conference to consider a moratorium on all these three things and evolve a policy by which these are suspended at least for a period of three or five years so that we can consolidate our position now rather than go into the other issues.

DR. KARAN SINGH : Sir, it is a very useful suggestion to impose some kind of a moratorium. But it covers a broader field than airlines. Yet, Sir, it is a suggestion for action.

THE VICE-CHAIRMAN (SHRI RAJENDRA PRATAP SINHA) : Yes, now Papers to be laid on the Table.

## PAPERS LAID ON THE TABLE

### THE FOOD CORPORATIONS (AMENDMENT) RULES, 1972

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE (PROF. SHER SINGH) : Sir, I beg to lay on the Table a copy (in English and Hindi) of the Ministry of Agriculture (Department of Food) Notification G. S. R. No. 78 (E), dated the 15th February, 1972, publishing the Food Corporations (Amendment) Rules, 1972, under sub-section (3) of section 44 of the Food Corporations Act, 1964. [Placed in Library. See No. LT-1555/72]

### NOTIFICATIONS UNDER THE ESSENTIAL COMMODITIES ACT, 1955

PROF. SHER SINGH: Sir, I also beg to lay on the Table a copy (in English and Hindi) each of the following Notifications of the Ministry of Agriculture (Department of Food), under sub-section (6) of section 3 of the Essential Commodities Act, 1955—

(i) Notification G. S. R. No. 96E dated the 4th March, 1972.