

MR. CHAIRMAN: The question is:

"That the present international situation and the policy of the Government of India in relation thereto be taken into consideration and having considered the same, this House approves of the said policy."

*The motion was adopted.*

MR. CHAIRMAN: The House stands adjourned till 3.00 P.M.

The House then adjourned for lunch at forty minutes past one of the clock.

The House reassembled after lunch at three of the clock, THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY) in the Chair.

**MOTIONS *RE* NINTH ANNUAL REPORT OF AIR-INDIA AND NINTH ANNUAL REPORT OF INDIAN AIRLINES CORPORATION**

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY) : Shri Arora. Now, there are two motions on the list. You can move both of them together and the discussion will be on both the motions, both of them together.

SHRI BHUPESH GUPTA (West Bengal): Sir, only one point I want to raise. Now, here is a practice we are adopting. These are two separate institutions. Two separate Reports are given under the rules of Parliament and convention also. Each stands on its own independent footing. If that is so and if you are blending the two, I have no objection, but the question of time comes in. If he is asked to speak separately, then Mr. Arjun Arora normally would take one hour almost to speak. Now, he will not have that. You will treat it as if it is one report that is being discussed. Therefore, an anomaly arises in this particular case. How are you going to settle these matters, because we would not like the rights of Members

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of Parliament to deal with them independently taken away? Suppose he had given this motion and mine was another motion for another day. Then, under the rules both are liable to be taken up and we could have discussed them.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY) : That point does not arise because the Chairman has fixed the time for the discussion of the motion. It is from 3 o'clock and we have to close the discussion at 5 o'clock. We have two hours. So, for the purpose of the discussion it would be very convenient for the two motions to be taken up together. The motions will be put separately, but the discussion can be combined.

SHRI BHUPESH GUPTA: I am very sorry I failed to make my point.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): I have got your point.

SHRI BHUPESH GUPTA: You have fixed two hours for the discussion as If it is one motion. When a Government Corporation's Report like this comes up, the rule is on a motion like this just 2 hours or 2½ hours are fixed. But then one is Air-India and the other is Indian Airlines. These are two separate bodies. Now, you are blending them into one and treating the entire motion as if it is one. But there are two motions.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): This is all I can say. There are two motions. The motions are different. They will be put separately. They will be moved separately, but the discussion will take place jointly.

SHRI BHUPESH GUPTA: What about the time?

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY) : The time is fixed by the Chairman. I have nothing to do with it.

SHRI BHUPESH GUPTA: I know that. Therefore, you consider it. When the Chairman gave the time-limit, I wanted to get up, but everybody was anxious to deal with other matters.

THE VICE-CHAIRMAN (SHRI M. GOVINPA REDDY): You can raise the point tomorrow. Now, the time has been fixed and Mr. Arjun Arora will proceed.

SHRI M. H. SAMUEL (Andhra Pradesh) : One clarification. I have no objection to both the Reports being discussed together. I find that the notices of these motions have been given by two Members, one Mr. Arjun Arora and the other, Mr. Sitaram Jaipuria. Have these two Members given notices of their motions on both the Reports or singly?

THE VICE-CHAIRMAN (SHRI M. GOVTNDA REDDY) : Both.

SHRI BHUPESH GUPTA: Suppose Mr. Arjun Arora does not move them. If Mr. Jaipuria were here, he would have moved it. Then, the right of reply would have gone to him.

THE VICE-CHAIRMAN (SHRI M. GOVTNDA REDDY) : We shall not take up hypothetical questions. Shri Arjun Arora will move the motions,

SHRI ARJUN ARORA (Uttar Pradesh) : Mr. Vice-Chairman, I move:

(i) "That the Ninth Annual Report of Air-India for the year ended the 31st March, 1962, laid on the Table of the Rajya Sabha on the 25th January, 1963, be taken into consideration."

(ii) "That the Ninth Annual Report of the Indian Airlines Corporation for the year ended the 31st March, 1962, laid on the Table of. the Rajya Sabha on the 25th January, 1963, be taken into consideration."

These are really two separate-motions and I had given notice of them as separate motions. As a matter of fact, at first I gave notice of these two as one motion, but it was pointed out correctly by the Rajya Sabha Secretariat that there should have been two motions. Then, I gave notice of two motions. The two subjects being so connected and the air in which Air-India and the Indian Airlines move being the same, we can perhaps discuss them together without much difficulty. As far as the right of reply is concerned, I know it is only theoretical because generally speaking a little more than two hours are taken for the discussion and at the fag end of the day one wants to make a brief reply and go home.

These two public sector companies are amongst the best in the country. Generally some people get up and say: Oh, these public sector companies are bad because they do not make profits. Happily in this case that cannot be said. The profits are there. A fair return on capital is there. Particularly Air-India has built up the necessary reserves. So, these two public sector companies are companies of which anybody could be proud. Anybody could be proud of these because they are well managed and they make profits. Any Indian should be proud of these two companies, particularly Air-India, because the services that it offers, the consideration that it shows to its passengers are such that not only Indians but even foreign tourists who happen to travel by Air-India have a word of praise for it.

SHRI AKBAR ALI KHAN (Andhra Pradesh): It can be compared well with any foreign airline.

SHRI ARJUN ARORA: That is exactly what I was going to say. Thanks for this idea, Mr. Akbar Ali Khan. It is not only that Air-India can be compared with the best in the world. It is the best in the world and other companies have to learn a great

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deal from it, in the matter of passenger comforts, etc. In the matter of publicity I must say that the publicity department of Air-India appears to be a huge affair. Its expenses are enormous and the way Air-India publicity is made, it has made Maharaja popular all over the world. It is remarkable and appears to be a match to the feat of Lever Brothers who have made 'Dalda' a byword for vegetable oil. The Maharaja of Air-India has become, if I may say so from my limited experience of travel abroad, a byword for India. But sometimes it appears that the Air-India publicists are a bit over-enthusiastic. If you go to Palam, on the way you find a big hoarding of Air-India saying: It is no Tlyusin, it is Air-India Boeing. Now that, I think, is not a clever idea, not a fair hit on the plane of a friendly country from which we import planes and from which we are importing equipment to make jet fighters; Anyhow, that is something minor. Even during the north Bombay election, Air-India publicity came into prominence and the hoarding had to be removed. But these are minor defects. What is important is to see that Air-India gives its passengers good service. There are, of course, fields in which Air-India could be improved. One improvement which I feel is necessary is that the Air-India should be more Indian. Air-India, for example, does not accept Indian currency. Well, it gives you food

. . .

SHRI BHUPESH GUPTA: Also liquor.

SHRI ARJUN ARORA: I am coming to that, things which you and I do not like. Air-India does not accept Indian currency. It gives good food but the food could be more Indian. The way people in Europe cry for Indian curry the way Londoners take something which is described as Indian curry but which is not very Indian at all, gives

me the feeling that if Air-India serves Indian meals, it would be more popular and it would be more Indian.

SHRI BHUPESH GUPTA: Minus chillies.

SHRI ARJUN ARORA: Minus chillies of course. If there are Hungarian passengers, they will ask for chillies and more chillies. So there are even foreigners who take chillies. Air-India I feel should make a conscious effort to be more Indian and serve more Indian food.

Mr. Vice-Chairman, why should Air-India not accept Indian currency? Air-India says that it does not accept Indian currency because on 1st November 1962 when the whole country was busy talking about Chinese aggression, somebody in the Ministry of Finance had nothing else to do and he issued an order that Indian currency could not be taken out and could not be brought in. That order was made applicable to Air-India also. So, in case you want to buy cigarettes or in case passengers other than Mr. Bhupesh Gupta and myself want to buy drinks, they cannot buy them for Indian currency. I think that is something which should be brought to an end.

SHRI BHUPESH GUPTA: They apply prohibition only to Indian, currency.

SHRI ARJUN ARORA: It is correct that an international air service is something international. But I think India is perhaps the only country whose air service does not accept its own currency. While there may be some reason for banning the export and import of Indian currency, Air-India planes should for the purpose of acceptance of Indian currency be treated as of Indian origin. That restriction should go.

[Shri Arjun Arora.]

Mr. Bhupesh Gupta reminded me of drinks. Though I know that he is as big a prohibitionist as Morarji-bhai . . .

SHRI BHUPESH GUPTA: Not of that type.

SHRI ARJUN ARORA.: All right, of a different type but equally big. I was amazed to find that Air-India does not serve Indian drinks. It serves vodka all right but it does not serve Indian gin. While in Moscow recently I found that Indian gin and Indian beer, "Golden Eagle", w<sup>e</sup>re served to the Soviet visitors in the reception at the inauguration of the Indian Exhibition of Mr. Manubhai Shah's Ministry of International Trade, and many enthusiastic and young Soviet citizens told me that Indian gin beat vodka hollow and that Indian beer was better than Pilsner beer of Czechoslovakia. That was the reaction of the Soviet citizens.

SHRI AKBAR ALI KHAN: We have got our experts.

SHRI ARJUN ARORA: We have got experts in this House also. We found that Air-India had only vodka to sell. Of course it had whisky to sell and it had Russian beer to sell. I suggest that Air-India should make it a point to help the Minister of International Trade, Mr. Manubhai Shah, and popularise Indian drinks by serving them in its flights.

Then, Madam . . .

*(Interruption.)*

AN HON. MEMBER: It is Vice-Chairman.

SHRI SANTOSH KUMAR BASU (West Bengal): Because he has been talking too much of vodka.

SHRI ARJUN ARORA: It was not vodka. I was going to talk . . .

SHRI DAHYABHAI V. PATEL (Gujarat): I wonder what would have happened if he was to have tasted it.

SHRI ARJUN ARORA: I was going *so* talk of the air hostesses, not vodka. Mr. Vice-Chairman, the air hostesses which Air-India employs are proverbially pretty, but I should suggest that they should also be more Indian. They speak good English in convent style with convent pronunciation, but I found that hardly any of them could understand Hindi. The foreigners who travel in these services look amazed at us, Indians, when we talk to those air hostesses in English or rather when (the air hostesses in trying to look truly international feign ignorance of Hindi and force people to talk in English.

SHRI JOSEPH MATHEN (Kerala): Do you mean to say that girls from the South should not be recruited?

SHRI ARJUN ARORA: The monopoly should be given to Kerala whose daughters are really pretty. But just as Malayan girls learn English, some Malayali girls should also learn Hindi.

SHRI JOSEPH MATHEN: Don't make it compulsory.

SHRI ARJUN ARORA: It should be made compulsory or some knowledge of Indian language should be there and it should be possible for Indian travellers to talk to pretty Indian air hostesses particularly those drawn from Kerala in some Indian language.

*(Interruption.)*

SHRI JOSEPH MATHEN: They will be knowing Malayalam.

SHRI LOKANATH MISRA (Orissa): It should not come as an imposition.

SHRI DAHYABHAI V. PATEL: There is a language which is common to all languages also.

SHRI ARJUN ARORA: Air-India has been making a steady progress. This is evident from the number of passengers carried by it. In 1953-54 Air-

India carried a little more than 20,000 passengers. During the year under review, 1961-62, it carried 156,000 passengers. That is really a remarkable progress. It is however pertinent to point out that the number of employees of Air-India has not increased in the same proportion. Whereas in 1953-54 it employed 2,306 employees, now it employs 5,802 persons. So, it is obvious that a small number of employees are working for and catering to the needs of a large number of passengers. Well, that is very creditable for the employees. But I am anxious to know whether the Government and the Air-India Board of Directors think that the time has come when its employees should be paid a profit-sharing bonus. I talk of profit-sharing bonus because that is an incentive to hard work, and the profits of Air-India have been increasing. In 1953, it had a nominal profit of a little over Rs. 7 lakhs. Now, in 1961-62, the profits were of the order of Rs. 38 lakhs. Of course, Rs. 38 lakhs is nothing. But these profits are questionable because the loans which Air-India took are being repaid, and during the year under review they have repaid more than Rs. 100 crores of loans.

In the case of the Indian Airlines Corporation, it should be remembered that the Government of India took over a number of companies when they were making losses and it is remarkable that even the Indian Airlines Corporation makes a profit. Of course, during the first few years after nationalisation, the Indian Airlines Corporation incurred losses. The last three years have shown profits which are not very high, and the losses suffered during the first years of nationalisation have not been wiped out. That is something which should not cause us much worry because internal airlines all over the world are running at a loss. As a matter of fact, even international airlines are finding it difficult to maintain their rate of profit, and in America and Britain, there have been a number of amalgamations of air companies.

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The Indian Airlines Corporation has, unfortunately, not been free from industrial disputes. I know of three strikes which the Indian Airlines Corporation faced. One of them was in 1958, another was in 1959 and the third was in 1961 which was for a couple of hours at Hyderabad. These strikes, particularly the strike on the 15th August, 1959, should cause everyone a great deal of anxiety. This strike was, I am told, due to the halting manner in which the award of the National Industrial Tribunal presided over by Mr. Bindu Basini Prasad was implemented. The award had been implemented but it was not implemented at great speed or at least at a speed which should have satisfied the workmen.

Then, though we are discussing these two Reports at the same time in spite of Shri Bhupesh Gupta's objection, it appears that even these two companies do not think that there is much in common between them. Some time back, the Super Constellations of Air-India became surplus. When Air-India decided to go in for an all-jet fleet, it discarded its Super Constellations which were very serviceable. It is strange that the Indian Airlines Corporation would not accept the Super Constellation planes which Air-India found serviceable—and this Report mentions the date on which the last Super Constellation performed its journey from Sidney to Bombay—and the Government which, for all practical purposes, owns both the companies did not have the courage and wisdom of forcing the Indian Air Lines Corporation to accept these Super Constellations. The result was that these Super Constellations which were very good turbo-planes were handed over to the Ministry of Defence which demolished all its luxuriously-furnished cabins and began to use them as transport planes, cargo planes, using them like goods carriers. That, I submit, Sir, was a tremendous waste and this, when the Indian Airlines Corporation was going in for a newer fleet. The Indian Airlines' fleet was till some time back of Dakotas. Then they went in for Fok-

[Shri Arjun Arora.]

ker Friendship and Skymasters. The period during which the Indian Airlines Corporation was negotiating for these planes—the Skymasters and the Fokker Friendships—was exactly the same period when Air-India International was hawking around the world its fleet of Super Constellations which nobody except the Ministry of Defence bought. That shows complete lack of co-ordination, though we find that amongst the Directors of the two Corporations there are many people common. Mr. Tata who is the Chairman of Air-India sits on the Board of Directors c-f the Indian Airlines Corporation as a Director. There are other people who are common to both. Well, this is an instance of lack of co-ordination between two units which, it appears, are controlled by the same Ministry, by the same people.

Then there has been another instance of complete lack of co-ordination between two Ministries of the Government of India. When the Aircraft Manufacturing Depot of the Ministry of Defence was exhibiting its Avro in South-east Asian countries, the Indian Airlines Corporation would not accept it; though the press in Indonesia and in other South-east Asian countries praised the Avro and its performance and though the Japanese newspapers said that the Indians had stolen a march over them, the Indian Airlines Corporation would not accept it. The result was that the orders for Avro which should have come to India went to Great Britain because people had a natural suspicion that there must be something wrong with Indian workmanship; even though produced by Indians, 'the Indians themselves did not buy it. And this was, by chance, the same period when the Indian Airlines Corporation was sending people abroad—spending foreign exchange and enabling its officers and their wives to see the world—to buy Caravelle planes.

If we Indians and the Government of India do not patronise the produce of our own land, I want to know who else will. The result is that the men

of the aircraft manufacturing depot at Kanpur have been sitting idle and feeling frustrated.

There is unfortunately in each Ministry a tendency to regard itself as a » umpire by itself. That is something which should be brought an end to, and the natural inclination of officer\* to go abroad, look big and spend foreign exchange should be curbed. Nothing foreign should be bought s» long as comparable things or even a little less useful things are available in this country. This case of Caravelle fleet being bought by the Indian Airlines is something which makes us feel unhappy. I hope the Government will remember that we won our freedom because Gandhiji gave the slogan of Swadeshi, and even before Gandhiji came on the scene we met the threat of partition of Bengal in 1905 because of the Swadeshi movement. The spirit of Swadeshi must be kept alive. It is really strange that a committee presided over by such an industrialist of imagination like Mr. J. R. D. Tata reported against the manufacture of transport planes in this country and it is only correct that the Government did not accept that recommendation. Even if our produce is a little inferior, it should be encouraged, and just as the Prime Minister said this morning that the Voice of America deal is to go, I want the Deputy Minister of Civil Aviation and the Minister of Transport, who has been promoted recently, to stand up and say that the Caravelle deal will go and the Indian manufactured planes will be given first preference by the Indian Airlines Corporation. Thank you. Sir.

THE VICE-CHAIRMAN (SHRI M. GOVTNDA REDDY): Motion moved:

"That the Ninth Annual Report of Air-India for the year ended the 31st March, 1962, laid on the Table of the Rajya Sabha on the 25th January, 1963, be taken into consideration."

SHRI BHUPESH GUPTA: Sir, I move :

1. "That at the end of the Motion, the following be added, namely:—

'and having considered the same, this House is of opinion that all overseas purchases *at* spares, stores and other materials for Air-India should be made by a Government undertaking and the State Trading Corporation and not by any private concern.'"

*The question was proposed.*

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): Motion moved;

"That the Ninth Annual Report of the Indian Airlines Corporation for the year ended the 31st March, 1962, laid, on the Table of the Rajya Sabha on the 25th January, 1963, be taken into consideration."

SHRI K. V. RAGHUNATHA REDDY (Andhra Pradesh): Sir, I move :

"That at the end of the Motion, the following be added, namely:

'and having considered the same, this House is of opinion that the Indian Airlines Corporation has failed to take necessary steps to prevent air accidents at or near the airports.' "

SHRI BHUPESH GUPTA; Sir, I move:

2. "That at the end of the motion, the following be added, namely:-^

'and having considered the same, this House is of opinion that in view of the peculiar situation in which Tripura is placed from the point of view of communications with the rest of India, the passenger fares for travel by Indian Airlines Corporation plane to and from Agartala should be substantially reduced for the benefit of the people of Tripura.' "

3. "That at the end of the Motion, the following be added, namely:—

'and having considered the same, this House is of opinion that all

private airlines (private operators) operating in the country should be forthwith nationalised."

4. "That at the end of the Motion, the following be added, namely:—

'and having considered the same, this House is of opinion that the demands of the pilots of the Indian Airlines Corporation should be met by the authorities.'"

*The questions were proposed.*

SHRI BHUPESH GUPTA: Mr. Vice-Chairman, this, Sir, is a subject which requires some technical knowledge to deal with on the part of persons who want to speak as far as the technical aspect is concerned. I shall only deal with some broad aspects of policy and certain broad matters.

Right at the beginning I must record my appreciation for the services of the pilots and other staff, both Air-India and the Indian Airlines Corporation. By and large, they are giving an excellent account of themselves. I have travelled not so much as Shrimati Lakshmi Menon, but travelled quite widely and by several airlines—domestic as well as international—and I can say from my experience that by comparison with what I saw in overseas countries, our pilots, Engineers, ground staff and others, they are doing good, work and deserve to be commended by Parliament. Only on Saturday, incidentally I was travelling by Air-India Boeing from Moscow to India. It is the first time that I travelled by the Boeing service from Moscow to India or the Indian Boeing, and I found it quite satisfactory as far as the management staff were concerned. It is true that it was not all Indian—champagne was coming when I was quite satisfied with emonadle. But then I got some Russian grape juice—I was quite satisfied. Well, that is all by the way. On the whole I found that the services were quite good and I noticed as to how others were looking at it, and I had the impression that passengers were generally satisfied. There were many passengers, and I may add, not only of what you call Eastern bloc,

[Shri Bhupesh Gupta.] Russians and so on, but also of the Western bloc because some Americans were also there in the same plane. Now *Suss* is a good thing. I think we should encourage such a thing and it is important for Air-India to acquire prestige in this wide world because it is the prestige of the country. Many people who travel judge many of the things perhaps by travel when they go with our pilots, our air hostesses, our stewards and others who are dealing with traffic and so on. After all here we see the projection of the Indian culture, and I think Mr. Arjun Arora is quite right. He stresses that it should be Indian. Our culture is a rich culture and we can certainly adapt it to modern conditions, but nonetheless it must be all our own culture. That builds up friendship.

Now, as far as the planes are concerned, well, we have not reached a stage when we can produce our own jets but we look forward to the day when Indian pilots will be flying the planes manufactured by the Indian workers. I do not know how long this Government will take to create a situation but it should not be difficult given the drive and goodwill and the right perspective for India to produce big planes and planes for internal lines so that we become gradually independent on this score.

It seems there is not much thought being given to this subject. We are surprised when we read that Mr. J. R. D. Tata had recommended that the Avro project should be rejected. It is good that the Government did not accept the recommendations of the Tata Committee. Here you see again the vested interests coming up against the overriding, broad, national interests. Even if our plane is not as good as a foreign plane, it is a matter of some importance to us, a matter of honour to us that we fly in our own planes. And we know how other countries, the Soviet Union, for example, did these things. Certainly, in the beginning, they got help from others. They started making planes. They were

shabby in the beginning. They were not so good. But they did make their planes. And today in the Soviet Union, I made enquiries only recently, every day 100,000 people travel by air, 365,00,000 people annually against our 9 lakhs. In their airport you will find three to four times as many planes as we have got in our country. So it is possible to produce. I do not say that we can go at their speed but certainly attention should be directed along this line. I think the Government and others concerned should think over this problem a little seriously, otherwise we will remain dependent for our planes for a long time on other countries. Then as far as the other thing is concerned, that Maharaja business, I studied this time the advertisement and various things, the Look-lets, etc. that were given to me. Generally I do not read such things but in order just to check up—but since I got a chance—on the work of the Government and the authorities, I read those booklets where all kinds of funny stories are given. I have not got much sense of humour especially when it involves women but on the whole I find now the emphasis is shifted to some good humour from the vulgarity of the old days. Once we took up some of these things with the Prime Minister and Dr. Subbarayan and they were shocked at the kinds of jokes that were made but now the taste is better. I think you may think over this advertisement business but these are minor matters but the aeroplanes should be provided with some good literature also because in long travels, people look up for such literature and I think it is a good thing that we give them some of these good things because what you write there and say there, people take them as a sign of your culture, as a sign of your language, as a sign of your literature and so on. If the air hostesses do not speak Hindi—they should speak Hindi—I do not think they do, they are very young people and they should easily learn Hindi and it should not be difficult. I think that is a very important point also. Sometimes I ask self-critically: How many of us speak Hindi? For example, if I were to talk



to somebody, I would not be in a position to speak in excellent Hindi or proper Hindi. May be I speak some Hindi which is understandable but it would not be much of Hindi and Prof. Dinkar would be simply shocked if he would listen to me. Nevertheless this is a point well worth considering.

Then there is another thing. The purchases by Air India should be made through the State undertakings. Now I studied the statement by Mr. J. R. D. Tata, the Chairman of Air India. Mr. Tata seems to think that there is nothing wrong in getting these things— spare parts, equipments and so on— purchased through his own concern in the U.S.A. because in London, he says, now the purchase is made by Air India's own agents. Why the same thing should not be done in the case of the U.S.A.? I think it is a good thing to carry on in the old way. When Mr. Tata was running his Air India International, at that time he set up his own agents. To-day when we have nationalised this and are running it in the public sector, I think the purchasing institution or agents should also be in the national or State sector. Now if it has been possible to do so in London, why should it not be possible to do so in the U.S.A., I cannot understand. Mr. Tata tells us that the Board of Directors decided not to take over the buying in the U.S.A. through a State agency. I am not in agreement with the Board of Directors in this matter because we do not have any convincing argument. I would have liked a note in the report, some kind of argument in favour of the contention of Mr. Tata because he has made a public statement to this effect. I do not like it. What is more, recently the Commission has been increased by half per cent. According to Mr. Tata's own statement, in the last five years ending 1962, over a purchase of Rs. 8 crores, his concern, the Tata concern, was paid a commission of Rs. 18-85 lakhs. It comes to about 2-35 per cent. Now it has been increased. In the first place Mr. Tata seems to think that this is only a small commission, this two or three per cent. I do not think so because a commission agent, in such

matters when the monopoly trade is there, should not be given more than three or two and a half per cent. That is enough. As you will see, for five years, even according to Mr. Tata's own statement, nearly Rs. 19 lakhs was given as commission to the Tata concern which was buying for Air India and I do not see what was the need for increasing it. You cannot ask people to undertake compulsory deposit saving scheme which they do not accept, put taxes on the people and at the same time you increase the commission rate when the company which is buying is not running at a loss. I could have understood this position if two per cent, or so had meant a very serious loss for Mr. Tata as a buying agent but when he systematically makes profits, there was no need to take coal to Newcastle in this manner and increase the profits. This is not fair.

Apart from that, I am in principle opposed to it. Why the Indian Air Lines Corporation or Air India should not have their own buying agencies? These are public undertakings in the nationalised sector and we buy regularly things and the public pays only by way of taxes for this but the passengers pay. Why the benefit should not come to the nation as a whole? If the buying agency in New York had been under the State sector for Air India, this Rs. 18 lakhs or Rs. 19 lakhs would have been credited to the national exchequer and that would have been available to us. It is not available to us that way. You may say that the foreign exchange comes to us but it is not available. That money goes to a private sector concern out of the transactions made by a wholly nationalised industry. Therefore this idea should be given up. We are not convinced by Mr. Tata's argument in this respect. I do maintain that immediately the Government should take steps so that the entire buying of equipment and spares is done by the State sector and the S.T.C. Mr. Tata should be happy to walk out of that picture as far as this is concerned. This is nothing for him but nonetheless as the Chairman he himself should

[Shri Bhupesh Gupta.] initiate it. As the Chairman of the Board of Directors, Mr. Tata should come and say 'Well, in the larger interests, I do such a thing.' He should not be there. He says that he does not vote for it. He may not vote. Or he may not participate in the discussions but somehow or the other people cannot but connect the fact that Mr. Tata happens to be the Chairman of the Air India Board and that one of his concerns makes heavy purchases of the spares and so on in the U.S.A. Therefore I would like to mention that point.

As far as Indian Airlines report is concerned, that is more important for us from the practical point of view. Here again I say that our people there are doing a good job and I have no hesitation in paying my compliments to them because we all travel by air and on many occasions we come in touch at the different centres and I must say that they are excellent people. Our pilots, our ground staff, traffic staff and so on, are courteous, understanding and helpful in every way. Therefore I have nothing but praise for them.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): You can wind up. There are 10 speakers. There is no time,

SHRI BHUPESH GUPTA: Therefore as far as this is concerned, our air travel is not much. As I said before, it is only 9 lakhs a year. Here I would like to say one thing. The pilots' demand should have been met. The pilots demanded that those who get divested of their flying licences on medical or other reasons should be given alternative employment or should be given adequate compensation and this demand has been supported by the newspapers in the country even on humanitarian grounds. I do not see why this demand should not be met. After all if they get medically unfit we should have sympathy for them and try to absorb them in other services or if we cannot do so in a particular case, we should give them adequate compen-

sation. In the last 10 years, 10 pilots seem to have been declared medically unfit but not all of them or most of them have not been rehabilitated except one perhaps and this is not a very good thing. The demand should be accepted for their rehabilitation.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): You have to conclude.

SHRI BHUPESH GUPTA: That is why I said, to connect the two things in one discussion . . .

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): You should have raised the point at the commencement. After the question hour was over you should have raised it.

SHRI BHUPESH GUPTA: Let me finish.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY) : No, No. You take one minute.

SHRI BHUPESH GUPTA: No, I cannot.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): There are 19 speakers,

SHRI BHUPESH GUPTA: I am finishing in two minutes.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): One minute.

SHRI BHUPESH GUPTA: I cannot understand it when we raised the point of the discussion.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): But you have also to consider . . .

SHRI BHUPESH GUPTA: I say we should be given more time. Mr. Arora should have been given one hour. I will ask the hon. Members not to give this motion. I will request them something like that because this is how . . .

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): YOU are taking unnecessary time.

SHRI BHUPESH GUPTA: I have demanded in my amendment . . .

Anyway I will only touch. I do not like the discussion to be cut in this manner. Anyway we shall take it up in the Committee now. I have suggested there that Tripura fare should be reduced. It is peculiarly placed. They do not have any other communication with any part of India except b>y air and Pakistan inter-venier. Therefore this case of Tripura should be treated separately and if necessary, you subsidise, reduce the air fare. I have been to Tripura several times and most of these people are not in a position to pay and instead of reducing them, you are increasing the air fares for the Tripura people. I need not dilate upon it. I would only say that it should be reduced.

There is one thing more I want to refer to. There is a crash tender lying in Tripura airport since October. A little repair probably would set it right. Something has gone wrong and a lit tie repair is needed, but it has not been done. There is no security *measure* there. Up to May and June this was the position, right from October. Suppose an accident takes place, or a fire breaks out, there is no safety feature there. The crash tender should be put in order, but nothing is done.

And then at Tripura airport there is a lot of congestion for the staff. The office accommodation of the officers and others should be seen to, apart from improving their living conditions.

THE VICE-CHAIRMAN (SHRI M. GovrNDA REDDY): Your two minutes are over.

SHRI BHUPESH GUPTA: Just one point more, I will not dilate it, because we shall take it up later. I say that the private air carriers and operators should be nationalised. There should not be any private airlines, here run by individuals. You have nationalised this sector. Why allow these small

lines to be run by private operators? Their record is very bad, the condition of the people working there, the pilots and others, is very bad and there is general and universal demand that tha private operators should be nationalised. I do not want to say very much more except that these suggestions should be accented by the Government. Anyhow, we would like to hear the Government side with regard to the matters concerning I.A.C. and the other lines.

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY) : Mr. Samuel, please take seven minutes.

SHRI M. H. SAMUEL: Ten minutes?

THE VICE-CHAIRMAN (SHRI M. GOVINDA REDDY): NO, seven minutes. There are ten speakers and we have to accommodate all those speakers.

SHRI M. H. SAMUEL: Mr. Vice-Chairman, I do think it is good that we should be discussing both the Reports together, because each one can be put into focus with the performance or character of the other. But I was a little intrigued that these two motions should have been sponsored by two persons as dissimilar as, if I may say so, a Brahmin from Banaras and an Eskimo from Alaska, I mean ideologically.

SHRI A. D. MANI (Madhya Pradesh): Eskimos were Brahmins

SHRI M. H. SAMUEL: But after hearing Mr. Arjun Arora, I feel that the object of both the Reports must be quite in accord. As a matter of fact, I expected that on this motion there would be a good deal of criticism of the performance of both the companies and I thought I might say a few words; but I find that the ground has been cut from under my feet by the compliments paid by Mr. Arora and by Mr. Bhupesh Gupta on the performance of the two companies.

It is difficult to imagine two commercial companies which have done as successfully as the Air-India Inter-

[Shri M. H. Samuel.] national and the Indian Airlines Corporation. Air-India's operational profit for the year under discussion was about Rs. 77 lakhs. Last year it was Rs. 117 lakhs. The Indian Airlines made a profit of Rs. 8 lakhs. This did not take into account the disbursement of about Rs. 50 lakhs paid to the staff as arrears of pay and allowances. If that were taken, the profit would have gone much higher, over Rs. 60 lakhs. The Indian Airlines' profit was made despite several unfavourable factors, like the rise in prices, increase of tax on aviation petrol, loss of a Viscount during the winter of 1962, and a lot of delay in obtaining the required aircraft. In the case of Indian Airlines Corporation, there has been excess of passenger traffic, excess of load but less capacity. For this reason, they require more aircraft. The traffic is building up and quite rapidly throughout the country, but the capacity is limited. But the IAC is unable to keep pace with the traffic for want of aircraft and insufficient supporting ground facilities.

The difficulties of Air-India are exactly the opposite of those of the Indian Airlines Corporation. With six Boeings in operation and being probably the first airline in the world to have completely jet fleet, Air-India has got surplus capacity but less traffic and insufficient load. This, of course, may be due to the world economic conditions, as the Report of Air-India says, to the recession in the U.S.A. and so on. But I think our own Government's restrictions on foreign travel have a great deal to do with lack of load and insufficient passenger traffic on Air-India. The result is that Air-India is faced with having to make efforts to achieve what may be called competitive efficiency. Now, you cannot compete effectively without certain favourable conditions. Our foreign exchange difficulties have to some extent cleared, according to the Export and Import Advisory Committee which met yesterday and the day before, and I think it is time we think of lifting some of these restrictions on *4r\*\*ai\*tn* fa-oval, because in one way we

shall be helping our own communications system in the air and in the process the people of this country will be afforded greater opportunity for increasing and promoting their own business and cultural contacts. Th\* second point which I think would help in this matter of competitive efficiency is the lowering of fares. You cannot carry on with the same fares as you have imposed under conditions of boom, when travel facilities are not very much used by the people. I find that a number of foreign air companies have been putting out a lot of inducements to travellers. I saw an advertisement yesterday offering students travel to Germany by the Lufthansa Airlines on payment of Rs. 220 just now and then the rest to be paid in 16 or 17 instalments. I understand we have a similar arrangement by Air-India but we must have more of such incentives. Air travel^ particularly by Air-India and to a certain extent, Indian Airlines, earns a lot of foreign exchange for us which we badly need, through foreign tourists. This tourist traffic is going up, but the tourist facilities in the country remain just at about the same level. People have complained about the lack of these facilities in this country for tourists.

[THE DEPUTY CHAIRMAN in the Chair.]

SHRI A. M. TARIQ ((Jammu and Kashmir): There are no facilities actually for tourists. No drinks or other facilities are available \*o foreign tourists in this country.

SHRI M. H. SAMUEL: Therefore, I plead that there should be more facilities made available to tourists it\* several matters, in the matter of hotel accommodation and otheT things that they do need or that they are used to in their own countries, so as to make their stay in this country comfortable so that they may come again to this country and give us some more foreign exchange.

4 P.M.

The problems of Air-India and the Indian Airlines Corporation being dissimilar, the approach to their working and improvements in their working hav« to bt on different lines. l"or MM

Indian Airlines you probably have to concentrate a little more on getting more aircraft which they need very badly. Otherwise, I find that our internal airlines operation is food, as good as that of any internal airline in the rest of the world. As my friend, Mr. Arjun Arora, said, Air-India is probably the best operated airline in the world with which I would gladly like to concur.

Mr. Arjun Arora made a few points about publicity. It is true that the publicity effort by Air-India is huge, enormous and he thought it was a little over-enthusiastic. Knowing a little about publicity, perhaps I may be excused if I say a little on this subject. I think the first objective of publicity is to arrest the attention of persons with a certain uncommon idea which may not have relevance to the idea you want to sell and then, after having arrested the attention, project the idea that you want to sell. I think Air-India has done extremely well from the point of view of publicity. I have all admiration for Air-India's publicity. I think it is of a very high order. Sometimes it may be regarded as projecting a feminine element into it which might outrage the puritanic . . .

SHRI ARJUN ARORA: Puritanic bachelors.

SHRI M. H. SAMUEL: Puritanic bachelors or certain feelings but these are ordinary things in life and people are now saying that there should be no bar to sex education even amongst small children. We should not think of these things as outraging our modesty. The first thing is whether a publicity poster arrests the attention of anybody. Its delineation, its display and its layout are of a very high class.

SHRI AKBAR ALI KHAN: But the expenses are too high.

SHRI M. H. SAMUEL: But the returns you get from it are also of the same order. Therefore, there is nothing that we should complain against. I wanted to say something about Indian Airlines Corporation but I would rather not for lack of time

SHRI MULKA GOVINDA REDDY (Mysore): Madam Deputy Chairman, I offer my congratulations to these Corporations which have done an excellent job of the work entrusted to them. I would only concentrate on the Annual Report of the Indian Airlines Corporation as some of my other friends have talked more about Air-India of which I have no experience. I have heard that Air-India is one of the best services and many a foreigner would prefer to travel by Air-India. The Indian Airlines Corporation, over the last nine or ten years, has done a good job. It has introduced quite a number of services. India is such a vast country that it is not possible to cover all the areas or travel widely in India by train. The Corporation should think of running some unremunerative services, particularly in State areas which are called shuttle services. This will afford opportunities to Ministers, publicmen and businessmen to travel quickly and speedily in their own States and to attend to the needs of the places concerned. In this Report it has been stated that they were not able to cater to the ever-increasing needs of the travelling public because of the outmoded aircraft and inadequate fleet. This is also the case in respect of the ever-increasing demands made by foreign tourists. In fact, in the winter of 1962, the Indian Airlines Corporation was unable to accept bookings made by foreign tourists because of lack of aircraft and because of the outmoded aircraft that was being used by them. I am glad to learn that the small Dakotas are being replaced by Fokker Friendship planes and some jet planes are also going to be introduced. I am also glad to learn that jet services would be introduced, apart from the Boeing service that is now being run between Bombay and Delhi, on the trunk routes, Delhi-Madras, Delhi-Bombay, Delhi-Calcutta and Calcutta-Bombay. Day by day the number of persons travelling by air in India is increasing but unfortunately air travel is becoming costlier and costlier. Every six months or so we see fares being increased. Most of the officers and th\* Members of Parliament who travel by air, travel at th\* cost of Govununwat

[Shri Mulka Govinda Reddy.] So long as this continues, the Indian Airlines Corporation will make some profit but it should also give opportunities to others, apart from businessmen, to travel by air by making the fares within the reach of ordinary people. The fares are abnormally high. They should devise some methods by which the fares can be reduced. Within the last three months, air fares have gone up tremendously I understand that they had to raise the fares because of the heavy taxation that was resorted to by the Government of India during the last Budget but some steps should be taken to see that the fares are reduced. It can be done if the capacity of the aircraft is increased. Formerly, there were twenty-one passengers travelling by a Dakota but now the number can go up to hundred or more if jet service is introduced. I am one with the Government in their anxiety to put more and more jet planes on the trunk routes and Skymasters and Fokker Friendship planes on the regional routes which will afford facilities to the travelling public. While I agree that we should try to manufacture our own transport planes, at the same time, we should not hesitate to import more and more jet planes to give facilities for persons travelling by air in India and also attract tourist traffic which will result in a good earning of foreign exchange.

I support the two amendments moved by Shri Ehupesh Gupta saying that the remaining private airlines should be nationalised and that the pilots who had placed some demands with regard to radar equipment to be provided in the aircraft should have their demands seriously considered and Government should acceded to them.

DR. SHRIMATI SEETA PARMANAND (Madhya Pradesh): Madam Deputy Chairman, I am glad that these Reports are before us. I would confine my remarks mainly to the Indian Airlines Corporation because during the period of the Report I have not had any opportunity of going out. Before I offer some suggestions and make some comments I would like to congratulate the Indian Airlines Corporation on their performance. ... if you were to

look at the statistics of revenue and expenditure, it would be noticed that during the last two years only they have just been able to balance their revenue and expenditure. Their statistics on performance on page 26 also give reason for satisfaction. On the whole considering that India is new in this line comparatively we are doing fairly well.

The suggestions, Madam, considering that time is so short, that I want to give are with regard to improving the tone of the passenger amenities and general efficiency and smartness because when we are going to carry foreign passengers particularly as tourists in the country, foreigners who are used to smartness as the key word of the service carry not only a very poor opinion about us but—I am speaking of Indian airlines because in this respect I think the Air-India certainly is doing much better—we lose also our tourist traffic by and by. Now I want to point out a few things.

The staff which waits on the passengers—I am speaking of those staff who are there for booking and in the waiting halls and others—their key word should be passenger's comfort. What we find there often in some of the airports—I do not want to mention names; I do not want to particularise any airport or any particular personnel—the staff at night would be found sleeping at the counter. Sometimes passengers have to go and wake them up. Telephones would not be answered.

The air-conditioning at Connaught Place, New Delhi, is not working because "they say that the Delhi electricity load has got varying voltage and so air-conditioning does not work but you would find that the officers are cosily seated with one or two fans in their rooms, while in the huge waiting hall we find there are only three fans. Nobody cares to see whether these three fans are adequate or are in the proper direction. These are small details but that shows the angle from which these things are done. In fact in commercial services the comfort of customers and passengers should be the keynote and we have to see that our staff are made to appreciate that.

One example more that could be jjiiven is that there is no suggestion book—I won't call it a complaint book—available anywhere. Right from Bombay anywhere you go and ask: it is not there. I feel that the presence of a suggestion book is considered by these people as some sort of derogation on their performance. That attitude should not be there. Many people may have many things to point out and it is only through such suggestions that the service improves.

I would mention another thing—very small thing again—and that is this. Where the passengers luggage is put, they have got some sort of cage but no chit is given. After all nobodyV business it is to realise that a passenger who may have come at 10 o'clock at night may be leaving next evening at ten. Meanwhile there would be change of attendants twice or thrice and they will find it difficult to know how many packages were given. No chit is given as is given in a railway cloak room. I appreciate that this not a regular cloak room but when you extend this amenity to the passengers, it should be but ordinary courtesv that the chit is given. The reason why I am speaking of these small things is that for the last three or four years repeatedly these things were pointed out but I do not find even a single point accepted. I would also request the hon. Ministers and others to see in a comparative way the waiting hall and its general appearance. I won't refer to the other smells and stinks that are there though I do not see why we should get them in the waiting halls. There ought to be better sanitary arrangements in these places. I would like him to see these things and say whether he feels he should be proud of these things.

One more thing I would like to refer to here is about the curio shops .-and other big shops also but about the curio shops in particular. Foreigners judge us from the way in which we charge them for these curios etc. It does not mean that because in certain countries profiteering prices ore charged, in India where we want to attract

customers, where we are trying to publicise Indian handicrafts, we should allow these shopkeepers to charge profiteering prices there. In fact I would suggest to the hon. Minister to see that the shops at these places, particularly Bombay, Delhi, Madras and Calcutta airports, are run departmentally and that the prices and quality are both first-class. Similarly, the literature provided should be with an eye to see that it gives the widest publicity. There should be, as in railway stations, some show-rooms to exhibit our roecial articles of handicrafts, etc. to the tourists. I know, Madam, there are many speakers and you are looking at the clock. I would also point cut that the furniture in the ladies' waiting rooms and other waiting rooms is not of a standard that should be in a place like Delhi, People are not taught how to wash the floors and all the spray from the floors is thrown on the furniture and the polish looks bad. All these things are very small things inculding making announcements for the aonvenience of passengers, keeping separate booking offices for separate lines and changing the queue if there is a rush on a certain line—say, between Calcutta and Delhi there is greater rush and you can put two officers there at that time—and these things should be attended to care-fu:iy. But that these things should happen here in Delhi, not only it happens but that it should be defended as if it is the thing to be done is vvhat causes surprise. If the Minister can go *incognito*, which he cannot of course because everybody knows him very well, or if he sends someone else to these places to look up about these things, they would come and give him these suggestions so that foreigners could also shower praises on our service.

Now, many people have pointed out, even about Indian Airlines, lhat though the food was good—I have travelled even now and it is not bad—the way in which it is served needs to be improved. People feel as if it is thrown at you; it is not served. The way in which food is served must look presentable. There is no reason, when so

[Dr. Shrimati Seeta Parmanand.] much money is charged, why this should not be done.

Lastly, these are days of emergency. We have to live with the Chinese threat perhaps for a long time. I would suggest that as special prize or whatever it may be, as an encouragement to good performance in schools and so on—maybe in debating, maybe in sports—this Ministry should offer to the other Ministry some flights free. During Diwali or some other time there should be some flights, more or less free or at a nominal fare, for children, so that they all become air-minded. Thank you.

PROF. A. R. WADIA (Nominated): Madam Deputy Chairman, usually I am not lucky enough to see eye to eye with whatever Mr. Arora says . . .

SHRI ARJUN ARORA: I must lay I was very unfortunate.

PROF. A. R. WADIA: But on the present occasion I am very happy to find that he has been extremely reasonable in the way in which he has put forward his case. He has even been good enough to put in a good word for the Chairman of Air India. Considering the very short time at my disposal, I should like to say a few words about the Indian Airlines, about which I have much greater experience. My experience is that Parkinson's Law seems to be working very heavily in this Corporation. Every time you go to the Airlines office, you see too many people moving about from place to place and every time we have to wait for a long time before we get a ticket. I do not know what is wrong, but I venture to suggest that the minimum time taken for the issue of a ticket is about ten minutes. A good deal of time is taken up in writing "From Bombay to Delhi or From Delhi to Bombay" and so on. I can imagine that you cannot simplify the procedure for issuing tickets as in the case of Railways, but I am perfectly certain that a tfood deal of time can be saved if mechanically printed, standard forms are produced. So many people are travelling from Delhi to Bombay. It should not be

necessary for a man to write "Delhi to Bombay" in ink every time for so many tickets. They should be printed. There should be a simple form, giving the date of the journey and the time of the journey. The fare is more or less fixed. If it is changed, it can be changed in ink. In that way, I do not think more than two or three minutes should be taken for the issue of a ticket. Now, a lot of precious public time is wasted in this connection.

Another matter is this. I think on the whole the staff of the Indian Airlines Corporation are quite courteous, but some times they are very wooden and positively rude.

SHRI A. M. TARIQ: Here you are right.

PROF. A. R. WADIA: Now, take for example, the bus which goes from an airport to the city office. For example, in Bombay it is nearly a distance of over 17 miles. Not every one can afford to take his car there, r.er are taxis easily available, nor are taxis cheap. When free transport is available, naturally people would like to make use of it. Now, when the bus goes from the airport to the office there are passengers who have got houses on the way and if a passenger requests the driver to stop the bus, usually he does it. I find that the drivers and conductors are far more reasonable, far more imbued with a little bit of common sense and courtesy than the higher staff of these offices. Only once in my experience the driver refused to stop the bus, though my house is on the way. It does not take more than one minute to get down. And yet on one occasion the driver refused and I complained about it to the Bombay office. They sent me a letter saying that it could not be done. The bus cannot stop en the way. I spoke to the then Minister, Mr. Jagjivan Ram. He was far more reasonable, far more sympathetic.

SHRI ARJUN ARORA: He was certainly far more reasonable than the conductor.

PROF. A. R. WADIA: But again the Bombay management was very stubborn and nothing officially has *http*



done to extend this little amenity, especially when you remember. Madam, that we get down at the airoort at 10 o'clock, 11 o'clock, 12 o'clock at night or sometimes even later than that. I think some little amenities ought to be provided for. However, this is a small matter.

Now, coming to speak about the Air-India, I am very happy to find that Mr. Bhupesh Gupta has studied the statement issued by Mr. J. R. D. Tata, but I am afraid he has not studied it in -th© proper spirit. Now, Mr. J. R. D. Tata openly says that he does not take part, that he does not vote, when it comes to a question of Tata Incorporated. Well, I have not got the statement with me at the present time. I do not remember whether it is a question of voting or taking part in discussion. My impression is that he does not take part in the discussion.

AN HON. MEMBER: Voting.

PROF. A. R. WADIA: He does net take part in the discussion for voting. It is left to his colleagues to settle the question when Tata Incorporated is concerned.

Another point that Mr. Bhupesh Gupta was trying to make was that all this profit that was made by Tata Incorporated could have gone either to a Government concern or to the State Trading Corporation. But he has again forgotten that Mr. Tata has said openly that Tata Incorporated was working at a loss in connection with the transactions with the Air-India. That was the reason why it was given a larger commission. Now, I have not the slightest objection if the governing Board of Air-India finds that it is more economical to have their own purchasing concern. They are perfectly welcome to do it as they have done in United Kingdom. But then the costs in the United Kingdom are mudhi less than the costs in the United States of America, where the cost is much higher. If an American firm is given orders, it will charge much more than what Tata Incorporated does. Now, I should like to ap-

proach this purely from the commercial standpoint. It is not a question of sentiment. It is not a question of patriotism. Whatever brings us more money or whatever saves us more money should be the accepted practice of any concern, whether it is a State concern or a private concern. ?»ow, if the Board of Air-India finds it necessary to have their own concern and by having their own concern can save more money, they are perfectly welcome to do it. I am perfectly certain that Mr. J. R. D. Tata is not going to oppose it. He said he was not opposed to it, *e.g.* in the case of U.K. Or, if it is cheaper to find an American firm offering to work on less commission, by all means give it to them. What I would suggest is that Tata Incorporated after all is an Indian firm. If it makes some profit—as a matter of fact it does not from what I gather—that profit after all comes to India. Even the profits of Tatas do not go to the pockets of Tatas so much as to the vast charitable funds established by the Tata Trusts. I think that is a factor which even Mr. Bhupesh Gupta, in spite of his ideology, should remember. I think it is a very important point to remember.

Now, in connection with the expenses in advertisement, I think it is very necessary under present conditions to spend on advertisement. I remember recently a very high dignitary of the Parker Pens Organisation visited India and a very straight question was put to him. "Parker pens are not allowed in India now. Their import is prohibited! Why do you waste so much money on advertisement?" He said it did not matter if Parker pens do not come to India now, but the public mind must be kept always in touch with the existence of Parker pens. I think that applies much more to the Indian Airlines, which is a living concern, which is a going concern. Considering the advertisements of BOAC, TWA and other American companies, it is absolutely necessary that the Indian Airlines do advertise as much as possible, do increase amenities and do offer as much concession to students or to the tourist world as possible.

[Prof. A. R. Wadia.]

I heartily join Mr. Arora in congratulating both the Airlines on the very successful way in which they have been working. I as an Indian feel proud that the Indian air services are spoken of so highly, not only by Indians but by Americans, by Englishmen and by others, by all who travel by these Indian Airlines.

SHRI BABUBHAI M. CHINAI (Maharashtra): Madam, in connection with the Indian Airlines I would like to submit that there was a time when the fares of the Indian Airlines, if not the lowest, were among the few lowest, when it was managed by the private sector. However, after nationalisation the cost of running it has been mounting up and up with the result that the fares are being raised from year to year, from time to time, with the result that the point of diminishing returns, if it is not already reached, will be reached very soon. Therefore there are two questions which should be taken into consideration very seriously, and these are the two. One is there is a craze on the part of the States to increase the fuel tax every time an opportunity arises, and I think they should check that craze of increasing the fuel tax. Secondly, the Indian Airlines Corporation should put their own house in order and see that the establishment charges are checked and that they do not rise every time we look at their balance sheets. Here, Madam, the Indian Airlines Corporation are at a little disadvantage due to the nonavailability of foreign exchange to them to provide more modern airships in their fleet, and therefore the Government and specially the Finance Minister should be a little kind to them so that they may be able to equip themselves with modern aircrafts.

However, I want to draw the attention of the Indian Airlines Corporation to one or two drawbacks which I have found. I am practically a traveller every week on this line and therefore by my own experience I would like to point out to them two points. I find

that sometimes they are penny wise and pound foolish. Specially I have found of late that they have removed the reading material and magazines from their planes. I think for every passenger, whether he is a foreign or Indian passenger, some reading material should be there always at his disposal to spend his time on the plane. Recently when a friend of mine was travelling from Amritsar to Delhi he found that there were no magazines available on the plane.

Secondly, I want to draw the attention of the Minister concerned who is present in this House that the food supply on the Indian Airlines nowadays is not good. There was a time when on the Viscounts the food was very nice indeed. Specially in the morning flights when breakfasts are given, the things given are such that I doubt whether anybody ate this material in his own house at the time of breakfast. I think proper care should be taken on this issue.

Coming to Air-India, I would like to say that this is a pride service of this country. They have made their name not only in this country but all over the world. Whenever and wherever we have gone they have nothing but praise for this service. It is either on their running to time or the service of their personnel. In whatever way you compare, whether you compare their aircrafts or you compare their service or whether you go to their booking office, they have earned a name for this country and it is the best advertisement that this country has received from this company. Sometimes it has been found that there are persons who are in the habit of clouding the issue and raising issues which are not relevant. For example, my friend, Mr. Bhupesh Gupta, said something this afternoon about the purchase policy of the Air-India. Looking from any angle, if you look at the purchase policy of the Air-India, you will find that it is the best policy which any corporation which wants to run on sound business principles would adopt. Take, for example, the Tata Incorporated

about which he has said that they got Rs. 18 lakhs as commission. They have not got it for nothing. They have laboured for it. There are small spare-parts to the tune of nearly quarter of a lakh, not less than Rs. 3&5 lakhs are involved. Madam, who is there who can take care of these at 2.58 per cent commission? Madam, this very corporation has been dealing with another eight or ten concerns from this angle, and I know that they are dealing with my own concern. We have been paying them 3 per cent, right from the beginning, and they have now demanded that they should be paid something more than that. If that is the position with this concern, how can you say that they have been charging more commission? After all the commission should be looked into by the service which they are giving. Is there anybody who will be able to do this service at 2.58 per cent commission? You know, Madam that to acquire space to set up office in America you have to pay high rent, as much as nearly 8 lakhs. This corporation has times without number said that if these purchases can be taken over by Air-India on their own just as they have done in the U.K., they would be happy. But looking from the economic point of view and looking from the service point of view Mr. J. R. D. Tata who is the Chairman of the Corporation and Chairman of the Air-India has said: "No, in order to do service even at a little loss we will carry on this work till Air-India is in a position to run its own house." What is the view of the Estimates Committee? The Estimates Committee itself also said that before you plunge into any venture of your own please look into the economic problem of the whole issue, and it is safer to go on with the present arrangement which we are having. The point is, it is the competitive price at which you get your things, it is the commission which is charged which is the lowest and reasonable and at a deficit to the concerned concern, it is these points which are important. Under these circumstances how can you imagine that this particular concern is making

money out of this purchase? After all even if they are making money, what is wrong in it? After all persons do work not for charitable purposes. All things are not charities. This is a business concern. Air-India has been making money. Air-India must be buying several other things from several other places. Is Air-India not giving any commission in the U.K.? Were they not giving commission in the U.K. before they had their own establishment? Are they not spending on their own establishment even though they have got a very broadbased establishment in the U.K.? Therefore, Madam, to say that this particular concern, because Mr. J. R. D. Tata is the Chairman of that concern and also of Air-India, is at an advantage is. I humbly submit to the Members of this House, a fallacy and it is only clouding the issue and creating unnecessary doubts in the minds of people where there is none. It is nothing but creating smoke so that one may say that there is fire. There is neither smoke nor fire. What has been done as far as the purchasing policy of the Air-India is concerned is absolutely justified in the interests of Air-India. Irrespective of what some people might say Air-India should follow this policy in its own larger interests.

THE DEPUTY CHAIRMAN: The House will have to sit a little longer if all those who want to speak will have to participate.

AN HON. MEMBER: Till 5.30.

THE DEPUTY CHAIRMAN: Members must observe the time limit. Mr. Mohiuddin.

SHRI A. M. TARIQ: Madam, I wanted to speak. Nobody has presented the case of the Jammu and Kashmir State. It is very important.

THE DEPUTY CHAIRMAN: I have called the Minister.

THE DEPUTY MINISTER IN THE MINISTRY OF TRANSPORT (SHRI AHMED MOHIUDDIN): Madam, I am very glad that Shri Arora has raised

[Shri Ahmed Mohiuddin.] this debate on both the Corporations. The investment by the Government of India in these two Corporations now amounts to Rs. 48·30 crores, and it is right that Members of Parliament should take keen interest in the working of these Corporations. Shri Arora has praised the Air-India as well as the Indian Airlines Corporation. I also join him in paying my tribute to the efficient manner in which the (two Corporations are working and especially the keen interest which Mr. Tata takes in the efficient operation of the Air-India services.

Now, Madam, I shall deal with one or two points made by Shri Arora and one of them is that Air-India services should be made more Indian. I entirely agree with him that the aircraft should have an atmosphere of being Indian. For example, the walls of our Boeings have Indian paintings. The air-hostesses have Indian dress.

SHRI BABUBHAI M. CHINAI: But you should have Indian instrumental music also. You are playing all foreign music. That you should stop.

SHRI AHMED MOHIUDDIN: Your suggestion will be conveyed to Air-India.

SHRI BABUBHAI M. CHINAI: Thank you.

SHRI AHMED MOHIUDDIN: As far as food is concerned, of course, the problem is very difficult. Even in the Indian Airlines Corporation, we have complaints about food because the taste for food differs from Assam to Kerala and from Punjab to Bengal. Every State has got a different taste. And it is very difficult even for the Indian Airlines Corporation to evolve dishes which will appeal to the taste of every traveller. In the foreign airlines it is much more difficult. It should not be presumed that those who travel by Air India are all Anglo-Indians. Only the Anglo-Indians have acquired a taste for Indian food. The others have not. Still, food and other services in

Air India are excellent as has been mentioned even by Shri Bhupesh Gupta.

SHRI BABUBHAI M. CHINAI: Food in the Indian Airlines Corporation is not good.

SHRI AHMED MOHIUDDIN: He has paid a tribute to the service of Air-India and I am very happy that this tribute has come from that side.

I would like to remove some misunderstandings on one or two points and one of them is that the Super Constellations, when they became surplus, were not purchased by the Indian Airlines Corporation, and the other is that when our Avro went to the Far-east, the rumour had spread or the news had been published that the Indian Airlines Corporation had refused to purchase it. I think both these assertions do require contradiction. Shri Arora has said that there is no coordination between the Indian Airlines Corporation and Air-India and the Government as regards the disposal of the Super Constellations. When Air-India purchased the Boeings and they decided to dispose of the Super Constellations, Government appointed a Committee to see as to how best they could be disposed of and what would be the cost to the Indian Airlines Corporation in running them. The Committee was appointed with some experts on it and they gave the view that unless Government were to subsidise the running of the Super Constellations to a large extent, they would be running at a loss. That was the view given by the Expert Committee.

AN HON. MEMBER: That is correct.

SHRI AHMED MOHIUDDIN: Of course, my personal view is that if you want to improve the domestic services in India, you must go ahead with acquiring modern aircraft. Shri Arora has the misunderstanding that the Super Constellations are turbo-prop planes. They are not turbo-prop planes, they are piston-engine planes. We have already on the Indian Airlines' trunk routes turbo-props like

*Airlines Corporation*

the Viscounts. Now, giving up turbo-props like the Viscounts and going back to piston-engine planes would have been a backward step.

SHRI ARJUN ARORA: But they could have replaced the Dakotas.

AN HON. MEMBER: They have Already replaced them.

SHRI AHMED MOHIUDDIN: The Super Constellation is a very heavy aircraft. It cannot land on a runway which is only 4,500 ft. long meant for Dakotas. The Super Constellation can lary only . . .

SHRI ARJUN ARORA: They could have enlarged it with Indian men and money, whereas the planes which you have bought have cost foreign exchange.

SHRI AHMED MOHIUDDIN: As far as I remember, the capacity of the Super Constellation is 70 to 80 passengers. On the regional routes, putting an aircraft with a capacity of 70 to 80 passengers; I think, is meaningless. It will mean a heavy expenditure. Only 20 or 30 passengers will be going in a heavy aircraft like the Super Constellation consuming a very heavy amount of petrol.

Now, I like to go on quickly to another point and that is about the Avro. The Avro was sent to Far-east countries for sales promotion and demonstration. Avro 748 at that time was not ready for sale.

SHRI A. M. TARIQ: Is it now?

SHRI AHMED MOHIUDDIN: In this year, they have already manufactured two 748-Series I and they are undertaking to manufacture 748-Series II, and I assure the hon. Members that the Indian Airlines Corporation has decided to purchase the Avros as soon as they are ready and available to them. Of course, the type that they will purchase will be Series II liecause that ia a better type.

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SHRI GOPIKRISHNA VIJAIWAH-  
 GIYA (Madhya Pradesh): How n»»ny  
 passengers can it carry?

SHRI AHMED MOHIUDDIN: It wiH carry more than forty passengejas. The Caravelles were purchased to iaa-prove the service in the trunk routes:. The trunk route services are as important as the foreign service routes because the tourists who come to India want better facilities of transport and that was the reason why Government decided that the Indian Airlines Corporation might be allowed to purch— Caravelles.

Now, I shall take up another poin\* about the pilot's demand which was referred to by Shri Bhupesh Gupta. Perhaps, Shri Bhupesh Gupta is aware of the first agreement which was entered into between the pilots and the Indian Airlines Corporation management. The first agreement was that the Indian Airlines Corporation would set aside Rs. 1 lakh a year a\$ their contribution towards any insurance scheme for the pilots who might happen-to lose their certificate or licence or> account of health and so on. Thai was the first agreement with the pilots I myself made enquiries as to what happened about that scheme, and the pilots ware given the discretion to prepare any scheme the"y liked with Rs. 1 lakh contribution from the Indian Airlines Corporation. But they did not prepare any scheme for months together and then they came back with fresh demands. About the fresh demands, of course, I would not go into details because both the parties are still negotiating on the terms that they may agree to. I hope that they will come to an agreement very soon but whatever agreement they may come to, the cost to the Indian Airlines Corporation will be very heavy.

Now, Madam, Mr. Bhupesh Gupta has again suggested that air fares t& the Tripura side should be reduced. I may say, Madam, that air-services aa the Assam side are necessary and c» that side the Indian Airlines Corpor«-

[Shri Ahmed Mohiuddin.]  
tion incur heavy losses every year. I am now talking of Tripura-Assam sector. In 1960-61 the loss on the Assam side was Rs. 26½ lakhs. In 1961-62 it was Rs. 20½ lakhs. In 1962-63 it was Rs. 22.33 lakhs. Now in spite of the fact that the Indian Airlines Corporation are incurring heavy losses on that side, they are continuing the services because the transport problem is extremely difficult on that side. But they are continuing that service; otherwise they would have been justified to discontinue the services. The other point that I would like to mention is that the fares on the Tripura side are still lower than in the rest of India on the Dakota service.

SHRIMATI MAYA DEVI CHETTRY (West Bengal): What about the fare from Dum Dum to Bagdogra?

SHRI AHMED MOHIUDDIN: I find that people travelling to Bagdogra can afford to pay higher fares.

SHRIMATI MAYA DEVI CHETTRY: It is Rs. 95.

SHRI AHMED MOHIUDDIN: There is one very cheap service, Calcutta-Agartala-Kowai-Kailasha service. Of course, it does not provide any amenities. But there the fare has not been raised. Now, Madam, it is not possible for the Indian Airlines Corporation to reduce further the rates because the losses on that side will increase.

SHRI BHUPESH GUPTA: The point is this. It is admitted that the loss will be there. But the people of Tripura suggested that there should be subsidy because you are making gains in other sectors. Here they do not have any other means of communication. To go to Calcutta the only way is by air. There is no other choice left for the people.

SHRI AHMED MOHIUDDIN: I might remind Mr. Bhupesh Gupta that in spite of the profit on trunk routes, the Airlines Corporation is making a surplus of only Rs. 21 lakhs. If the fare on

the Assam side is reduced, then this surplus will be wiped out and it will be running at an overall deficit.

SHRI BHUPESH GUPTA: What about crash-tenders for accommodation in the Tripura airport for officers?

SHRI AHMED MOHIUDDIN: Dr. Seeta Parmanand has made many good suggestions. She is not here.

DR. SHRIMATI SEETA PARMANAND: I am here.

SHRI AHMED MOHIUDDIN: I may inform her, when she talked about curio shops, stalls and so on, that at the Bombay airport the Indian Cooperative Union has been, given space for the curio shops. And at other places also if the Indian Co-operative Union want, space will be given to them.

DR. SHRIMATI SEETA PARMANAND: It is no use waiting for cooperative societies to come and function. The Government should take the initiative to get these articles sold.

THE DEPUTY CHAIRMAN: Your fifteen minutes are over.

SHRI AHMED MOHIUDDIN: I am entirely opposed to departmental running of the shops. I will not recommend it to the Indian Airlines Corporation. If the Indian Co-operative Union comes forward, of course, it should be encouraged. Dr. Seeta Parmanand suggested the placing of suggestion books. They have been placed recently in the aircraft. I hope useful suggestions will be entered in these books.

Now, Madam, I shall not deal with any other point. My time is over and my senior colleague will deal with the rest of the points.

THE DEPUTY CHAIRMAN: There are three Members yet to speak. Five minutes each.

SHRI K. V. RAGHUNATHA REDDY: Madam Deputy Chairman, while I -associate myself with most of the remarks made by Shri Arjun Arora and Mr. Mulka Govinda Reddy, I cannot but strike a discordant note regarding certain matters relating to the airports. It is a very good thing no doubt to have Russian grape juice and champagne provided the passenger after getting into the plane is sure of reaching the spot.

SHRI AHMED MOHIUDDIN: May I interrupt the hon. Member? Airports have nothing to do with this discussion because this discussion is about the Indian Airlines Corporation. Airports are administered by the Director General, Civil Aviation. Here the subject is different.

SHRI K. V. RAGHUNATHA REDDY: Madam Deputy Chairman, it may be true that the problems of airports may not be directly connected with the Airlines as such but unfortunately the plane has to land at the airport and not in the air. I would like to know what are the facilities provided at the airports for the purpose of landing planes in times of distress. When there is bad weather, when visibility is poor, whether there exist facilities at the airports for the purpose of landing planes by the process of instrumental landing? I am told that there is no airport in India which has got all the facilities for instrumental landing, and that is one of the reasons why the very mention of Santa Cruz airport strikes terror into the hearts of the people if they are in the plane. I would like to know, before you provide all the other facilities in the plane, whether you have made sure that safety in air travel is assured?

Next, I was amused, Madam, when some of the commercial pilots raised the objection that in the monsoons without radar it is unsafe to fly the Viscounts, the management took a very uncharitable view of this matter. As some of the hon. Members might be knowing, when the plane is in flight in air, when there are clouds, there is what is called the cumulo nimbus

cloud, and unless the pilot-navigator comes to know of it at least a hundred miles ahead, once the plane gets into the cloud you can be rest assured that the plane would never reach its destination. So that is the case, and we are talking about curios, about Russian grape juice and champagne and we do not seem to devote our attention to safety in travel.

You are thinking of buying jets which would cost about Rs. 3-4 crores. But if you do not have proper equipment at the airport to land the planes safely which may mean another Rs. 1-5 crores, all this expenditure of Rs. 3-4 crores would be a waste. Therefore, if you do not look into these matters, all this talk about facilities, magazines, and all other things may not be at all much valuable because we will have to look to the fact whether we can run the planes safely and provide all the scientific facilities for the purpose of landing of planes safely.

Net, Madam, I would like to mention that there is an Engineering base connected with the Indian Airlines at Hyderabad which had been working for quite a long time. Now there seems to be a proposal to shift this to some other place. There are nearly 1,000 people working there. I am told that quite a number of Members of Parliament have made a written representation to the Ministry about this. I do not know what action the Ministry has taken about this. I might, however, like to impress upon the Ministry if the Engineering base which had been working there for the last so many years is shifted to some other place, nearly 1,000 people would get unemployed. Therefore, this is a matter which ought to be taken into consideration by the Ministry.

5 P.M.

شری اے۔ ایم۔ طارق (جموں اور کشمیر): میں آپ کا مشکور ہوں کہ آپ نے اس روشن میں دس منٹ بولنے کے لئے دئے ہیں۔ میں اور صاحب کا بھی مشکور ہوں جنہوں نے

[ شری لے - ایم - طارق ]  
 ہم کو ان دو ایر لائنس کے بارے میں  
 بحث کرنے کا موقع دیا ہے - جہلی  
 تک ہندوستان کی پچھلی روایات کا  
 تعلق ہے اس میں کوئی شک نہیں  
 کہ ہم تاج متصل پر، قطب میلار پر  
 اور بلارس کے گھاٹوں پر فخر کر سکتے  
 ہیں اس لئے کہ باہر کی دنیا میں  
 ہماری کلچر، ہمارے فن تعمیر کی  
 جو خوب صورت مثالیں ہیں وہ شاید  
 دنیا میں کہیں ہوں - جس طرح  
 سے ہم ان پرانی چھڑوں پر فخر کر  
 سکتے ہیں اس طرح سے موجودہ  
 ہندوستان ایر انڈیا انٹرنیشنل کی  
 سروس پر فخر کر سکتا ہے - میں  
 ان لوگوں میں سے ایک ہوں جن کو  
 ہندوستان کے باہر جانے کا انداز ہوا  
 اور اس ایر لائنس کے بارے میں جس  
 طریقہ سے اور جس فخر سے باہر کے  
 لوگ ہندوستان کے لوگوں کے سامنے  
 تعریف کرتے ہیں اس سے ہمارا سر  
 خوشی سے بلند ہو جاتا ہے باوجود  
 اس کے کہ ہم کو آزاد ہونے ابھی بہت  
 تھوڑی مدت ہوئی ہے اور ایر لائنس  
 کے بارے میں ہمارا کوئی بہت بڑا  
 تجربہ نہیں ہے لیکن ہم نے یہ دیکھا  
 ہے کہ چاہے وہ امریکی ہو، چاہے وہ  
 برطانوی ہو، چاہے جاپانی ہو، وہ  
 یہ کوشش کرتا ہے کہ وہ اسیر انڈیا انٹر  
 نیشنل کے ہوائی جہازوں کے ذریعہ  
 سفر کرے اور دوسرے لوگوں سے سنا رہی  
 کرتا ہے کہ انہیں بھی اس میں سفر

کرنا چاہئے - یہی نہیں بلکہ باہر کے  
 ملکوں میں، میں دہلی کے ساتھ  
 کہہ سکتا ہوں کہ ایر انڈیا انٹرنیشنل  
 کے دفتر میں کام کرنے والے چھوٹے یا  
 بڑے چھلے لوگ ہیں وہ ہندوستان  
 کے مسافروں کے لئے زیادہ کار آمد اور  
 زیادہ فائدہ پہنچانے والے ہوتے ہیں  
 یہ نسبت ہمارے سفارت خانوں کے -  
 ایک مسافر کو ہمارے سفارت خانوں  
 سے اس قدر اطلاع اور سہولت نہیں  
 ملتی جتنی کہ ایر انڈیا انٹرنیشنل  
 کے ذریعہ ملتی ہے - اس میں بھی  
 کوئی شک نہیں جب ہم ہندوستان  
 کے اندر جو ہمیں تھوڑا سا موقع  
 ایمرچنسی کی وجہ سے ملا ہے بمبئی  
 اور دہلی کے درمیان سفر کرنے کا  
 اس کی وجہ سے ہمیں کچھ فرق  
 محسوس ہوا اور وہ یہ کہ انڈین  
 ایر لائنس اور ایر انڈیا انٹر نیشنل  
 میں جہاں تک دونوں کمپنیوں کے  
 افسروں کا تعلق ہے ہم ان کے حسن  
 اخلاق اور ان کے کام کے طریقہ میں  
 مسافروں سے بات چیت کرنے کے طریقہ  
 میں، کئی فرق پاتے ہیں اور میں  
 سمجھتا ہوں کہ اس کے لئے ہمیں  
 اس ایڈمنسٹریشن کو اور ان لوگوں کو  
 مبارک باد دینی چاہئے جنہوں نے  
 ایر انڈیا انٹرنیشنل کے انتظام کو اچھے  
 ہاتھ میں رکھا ہے - اس میں صرف  
 تعریف ہی نہیں ہے بلکہ کچھ  
 خامیاں بھی ہیں - جہاں تک



ایر انڈیا انٹرنیشنل کا تعلق ہے میں سمجھتا ہوں یہ کارپوریشن ہے لیکن اس کارپوریشن نے کبھی کبھی کچھ غلطیاں بھی کی ہیں جیسے پچھلے الیکشن کے زمانہ میں اس کارپوریشن نے خواہ مخواہ پبلیسٹی کے ذریعہ الیکشن کے معاملات میں دخل دینے کی کوشش کی جس کے بارے میں ہم نے اس وقت سے پورٹسٹ کیا - ہمیں امید ہے کہ آئندہ ایر انڈیا انٹرنیشنل اس قسم کے معاملات میں مداخلت نہیں کرے گا -

جہاننگ پبلیسٹی کا تعلق ہے ہم یہ سمجھتے ہیں یہ بہت اچھی چیز ہے اور اس کو کرنا چاہئے جب ہم دنیا کے اخباروں کو دیکھتے ہیں - ٹائٹس نیوز ریل اور لائف میں اس کی شہرت دیکھتے ہیں - تو جہاننگ میرا خیال ہے ہم اس پبلیسٹی کے لئے ان کو پھسے نہیں دیتے ہیں بلکہ اس ایڈورٹائزمنٹ کے بدلہ میں ان کے رسالوں کو ہندوستان لاتے ہیں اور اس طرح سے ہم اپنا کرایہ پورا کرتے ہیں - اس کے باوجود بھی کچھ چیزیں سی شکایتیں ضرور ہیں - جیسا کہ منیجمنٹ کا رویہ پائلٹوں کے ساتھ ہے اور میں سمجھتا ہوں یہ اچھی چیز نہیں ہے اور حکومت کو ان شکایتوں کے بارے میں چھان بین کرنی چاہئے اور دیکھنا چاہئے - ایک

اور شکایت ہم نے یہ بھی سنی ہے اور جس کے بارے میں میں وزیر صاحب سے یہ جاننا چاہوں گا کہ جب اسپر پارٹس ملکاٹے جاتے ہیں تو اس کے ساتھ ساتھ ہی کچھ افسران اچے لگے چھوٹی چھوٹی چیزیں جیسے ایر کنڈیٹنر ہے، ٹائپ رائٹر ہے، ریکارڈ پلیر ہے اس طرح کی چیزیں ملکاٹے ہیں، تو میری سرکار سے یہ عرض ہے کہ ان چیزوں پر کافی نظر رکھی جانی چاہئے - کیوں کہ یہ تو ایک چھوٹی سی چیز ہے لیکن اتنے بڑے شعبہ اور انتظامی کمپنیز لائن کے لئے بدنامی کا باعث ہو سکتی ہے - مجھے امید ہے کہ سرکار اس کی طرف توجہ کوہ کی لیکچر یہ خامیاں اتنی چھوٹی ہیں کہ اس بوائی کے سامنے بے منی ہو جاتی ہیں - میں اس مسئلہ کی طرف نہیں جانا چاہتا کہ کمیشن کیا ہے اور کس طرح سے پرچہز کرتا ہے لیکن میں سمجھتا ہوں اگر کچھ اس میں خامیاں ہیں تو ان کی دیکھ بھال کرنی چاہئے -

ایک اور چیز کی کمی ہے اور وہ یہ ہے کہ ایر انڈیا انٹرنیشنل میں جو مسافر ہندوستان سے باہر جاتے ہیں ان کو چھوٹا چھوٹا سامان رکھنے کے لئے ایک بکس دیا جاتا ہے جب اس کو پالم یا دہلی میں لیتے ہیں تو لندن، ویرس یا ٹوکھو جاتے سے پہلے اس کے تانے خراب ہو جاتے ہیں یا اس کی چابھان اندر

[ شری اے - ایم - طارق ]  
سے توت جاتی ہیں یا تالے کام کرنا  
چھوڑ دیتے ہیں، یہ معمولی چیز  
ہے، لیکن ہم ہوائی جہاز میں کوئی  
چیز خرید نہیں سکتے - میں آپ کے  
سامنے مثل کے طور پر کہنا چاہتا  
ہوں کہ اگر ہم لندن جا رہے ہوں تو  
جلیوا کے ایو پورٹ میں ہم کچھ  
چیز نہیں خرید سکتے کیوں کہ ہم  
باہر نہیں جا سکتے اسی طرح  
پراگ میں اترنے پر یا بھرت میں  
اترنے پر یہ وقت سامنے آتی ہے -  
اس اٹیچی کیس کے لئے گورنمنٹ  
لاکھوں روپے خرچ کرتی ہے لیکن وہ  
اس قدر ناقابل استعمال ہو جاتی ہے  
جس سے لوگوں کو بڑی پریشانی ہوتی  
ہے اور سفر میں دھوکا ہو جاتا ہے -  
اگر اس کی اچھی طرح سے دیکھ  
بھال کی جائے تو مسافروں کو اس  
طرح کی پریشانیوں کا سامنا نہ کرنا  
پڑے -

جہاں تک انڈین ایئر لائنس کا تعلق  
ہے مجھے نہایت افسوس کے ساتھ  
کہنا پڑتا ہے کہ جہاں تک ان کے افسروں  
کا تعلق ہے، چھوٹے چھوٹے لوگوں کا  
تعلق ہے، ہمیں نہایت افسوس کے  
ساتھ کہنا پڑتا ہے، ہم ان کو اور  
ایئر انڈیا انٹرنیشنل کے آدمیوں کو  
ایک درجہ پر نہیں لا سکتے ہیں -  
ایک ٹکٹ لینے میں کم سے کم ۳۵  
منٹ چاہئیں - آپ کتنا پلاس کے

دفتر میں چلے جائیے، کوئی آدمی  
آپ کو مستقیم طرح سے گانڈ نہیں  
کرے گا - آپ اگر وہاں کسی آدمی سے  
پوچھیں کہ صاحب مجھے ٹکٹ لینا  
ہے اور کہاں سے ٹکٹ لے سکتا ہوں تو  
وہ کہے گا کہ ان سے پوچھئے - اگر آپ  
اس آدمی کے پاس جائیں تو وہ کہتا  
ہے دوسرے آدمی سے پوچھئے - اگر آپ  
جنرل منیجر یا منیجر انچارج سے  
شکایت کرنا چاہتے ہیں تو ان سے  
ملنے کا موقع نہیں دیا جاتا ہے -  
کہتے ہیں دروازہ بند ہے اور منیجر  
صاحب میٹنگ میں ہیں - کبھی  
کبھی یہ دیکھنے میں آتا ہے کہ وہ  
چپراسی کو اشارہ کرتے ہیں اور وہ  
سامنے کھڑا ہو جاتا ہے اور وہ کہتا ہے  
کہ وہ کانفرنس میں ہیں - یہ کوئی  
اچھی چیز نہیں ہے اس کے علاوہ میں  
آپ کو بتاتا ہوں وہ یہ چیز ہے جس  
کا ہمیں سامنا کرنا پڑتا ہے کہ بمبئی  
سے دلی آنے میں ایک گھنٹہ ۳۵ منٹ  
لگتے ہیں لیکن پالم سے نئی دلی تک  
پہنچنے میں کم سے کم پونے دو گھنٹے  
لگتے ہیں - ہوائی جہاز سے سامان  
پلٹ کرنے میں ۳۰ منٹ لگتے ہیں  
اور اس کے بعد دلیوری میں کم سے  
کم ۵۰ منٹ لگتے ہیں - وہاں پر  
اتنے دھکے لگتے ہیں اور اتنا رش ہوتا  
ہے کہ اگر کوئی بچہ یا عورت سفر  
کرتی ہو کیوں کہ آج کل سفر آسان  
ہو گیا ہے تو اس طرح سے ان کو

بہت پریشانی ہوتی ہے - وہاں پر آپ کو دو تین ہی قلی دکھائی دیں گے جو سامان کو ادھر ادھر پھینک دیتے ہیں - اگر آپ وی - آئی - پی میں یا کوئی منسٹری کا سوکری افسر ہو اور پہچانا جائے تو اس کو سامان ملتا ہے ورنہ انتہائی مشکل ہے ۔

श्री गोपीकृष्ण विजयवर्गीय : वहां पर कूला बढ़ये जाने चाहिये ।

شری اے - ایم - طارق : قلی ہی نہیں بلکہ اس کے ساتھ ساتھ انتظام بھی کیا جانا چاہئے - یہ دقت شانتا کرج کے ہوائی اڈہ میں زیادہ ہے - وہ اڈہ سترہ اٹھارہ مہل کی دوری میں ہے اور بارش کے زمانہ میں بہت دقت ہوتی ہے اور اس کی طرف توجہ کرنا لازمی ہے -

(Time bell rings.)

ایک بات میں کشمیر کے بارے میں کہنا چاہتا ہوں - کشمیر میں ہوائی سروس کا یہ اندازہ ہے کہ سرجو مہن پندرہ دن یا سولہ دن میں سروس جاتی ہے جن لوگوں نے اپنی سمٹ پہلے سے ریڑو کی ہوتی ہے تو وہ ریڈریشن کیسل ہو جاتا ہے اور دوسری مرتبہ بھی کیسل ہو جاتا ہے پھر لوگوں کا انفالوننس چلتا ہے - جہاں تک ہمارے کشمیر کا تعلق ہے وہاں میں سمجھتا ہوں کہ کشمیر گورنمنٹ کے تہانہ داروں کے ہاتھ میں انڈین ایئر لائنس کے افسروں کے مقابلہ میں

زیادہ اختیارات ہیں وہ جس کو چاہیں ٹکٹ دے سکتے ہیں - اس کے علاوہ بھی اگر مری نگر جموں اور کشمیر کے درمیان ایئر لائنس نہیں جاتی ہے تو پھسنجروں کے بیٹھنے اور کھانے کے لئے کوئی انتظام نہیں ہے - مثال کے طور پر ابھی بمبئی میں بڑی زبردست بارش ہوئی تو اس نے اپنے پیسنجروں سے کہا جو صبح چار بجے سے آئے تھے کہ فلائٹ ابھی نہیں ہوئی ؟ وہ کیسل ہو گئی اور دو گھنٹہ کے بعد پلن چائے گا اور اس کے بعد کہا کہ چار بجے پلن چائے گا اور اس میں چار گھنٹے کے درمیان نہ مسافروں کو چائے کا پیالہ دیا گیا اور نہ پانی کا گلاس ہی دیا گیا اگر آپ شانتا کرج ہوائی اڈہ میں منگولا پیچھے تو دس آنے کو ملتا ہے جب کہ سارے بمبئی میں ۵ آنے کا ملتا ہے اور وہاں بھی اتنی کھیت نہیں ہوگی تو ان چھوٹی چھوٹی چھڑوں کی طرف آپ کو توجہ دینا بے حد لازمی ہے کیونکہ آپ ٹرانسپورٹ کو بڑھانا چاہتے ہیں اور اس نے لئے یہ ضروری ہے کہ ایئر لائنس سروس بڑھے - (Time bell rings.)

وزیر صاحب کی زندگی میں اطلاع آئی ہے کہ ایک ڈونالد فرگوسن جو انٹرنیشنل ٹورسٹ یعنی گائڈ ہیں ، کھڑولو ہیں - انہوں نے انڈین ایئر لائنس کے پائلٹ کے خلاف زبردست شکایت کی ، وہ شکایت نہایت زبردست تھی اور

اشری اے - ایم - طارق  
میں یہاں پر کسی شخص کا ذکر کرنا  
نہیں چاہتا ہوں -

While the pilot was flying between Udaipur and Jaipur he caught the pilot in the cock-pit with a girl friend, and no action has been taken on that. It is a shame on the Indian Airlines Corporation.

AN HON. MEMBER: Who?

SHRI A. M. TARIQ: Donald Ferguson is an internationally known tour conductor and he gave it in writing. The pilot saw to it that he was arrested at Jaipur Airport and no action has been taken against that pilot. I hope the hon. Minister will go through this case, see it and tell us what action has been taken against the pilot.

With these words, I congratulate my hon. friend Shri Arjun Arora for bringing forward this motion.

†[श्री ए० एम० तारिक (जम्मू और काश्मीर) : मैं आपका मशकूर हूँ कि आपने इस मोशन में दस मिनट बोलने के लिये दिये हैं। मैं अरोड़ा साहब का भी मशकूर हूँ, जिन्होंने हमको इन दो एयर लाइन्स के बारे में बहस करने का मौका दिया है। जहाँ तक हिन्दुस्तान की पिछली रिवायात का ताल्लुक है इसमें कोई शक नहीं कि हम ताजमहल पर, कुतुब मीनार पर और बनारस के घाटों पर फ़रक कर सकते हैं इसलिए कि बाहर की दुनिया में हमारी कल्चर, हमारे फ़ने-तामीर की जो खूबसूरत मिसालें हैं, वो शायद दुनिया में कहीं हों। जिस तरह से हम इन पुरानी चीजों पर फ़रक कर सकते हैं, उसी तरह से मौजूदा हिन्दुस्तान एयर इण्डिया इन्टरनेशनल की ख़विस पर फ़रक कर सकता है। मैं उन लोगों में से एक हूँ जिनको हिन्दुस्तान के बाहर जाने का इत्फ़ाक़ हुआ और इस एयर लाइन्स के बारे में जिस तरीके से और जिस फ़रक से बाहर के लोग हिन्दुस्तान के लोगों के सामने तारीफ़ करते हैं उससे हमारा सर खुशी से बुलन्द हो जाता है, बाबजूद

†[ ] Hindi transliteration.

इसके कि हमको आज़ाद हुए अभी बहुत थोड़ी मुहत्त हुई है और एयरलाइन्स के बारे में हमारा कोई बहुत बड़ा तज़रबा नहीं है। लेकिन हमने यह देखा है कि चाहे वह अमरीकी हो, चाहे वह बरतानवी हो, चाहे जापानी हो, वह यह कोशिश करता है कि वह एयर इण्डिया इन्टरनेशनल के हवाई जहाज़ों के जरिये सफ़र करे और दूसरे लोगों से सिफ़ारिश करता है कि उन्हें भी इसमें सफ़र करना चाहिए। यही नहीं, बल्कि बाहर के मुल्कों में मैं दावे के साथ कह सकता हूँ कि एयर इण्डिया इन्टरनेशनल के दफ़्तर में काम करने वाले छोटे या बड़े जितने लोग हैं, वो हिन्दुस्तान के मुसाफ़ि़रों के लिए ज्यादा कारामद और ज्यादा फ़ायदा पहुंचाने वाले हैं, अनिस्बत हमारे सिफ़ारतख़ानों के। एक मुसाफ़िर को हमारे सिफ़ारतख़ानों से इस क़दर इत्तलाह और सहूलियत नहीं मिलती जितनी कि एयर इण्डिया इन्टरनेशनल के जरिये मिलती है। इस में भी कोई शक़ नहीं है कि जब हम हिन्दुस्तान के अन्दर जो हमें थोड़ा सा मौका एमरजेन्सी की वजह से मिला है, बम्बई और दिल्ली के दरमियान सफ़र करने का इसकी वजह से हमें कुछ फ़रक महसूस हुआ और वह यह कि इण्डियन एयरलाइन्स और एयर इण्डिया इन्टरनेशनल में जहाँ तक दोनों कम्पनियों के अफ़स़रों का ताल्लुक है, हम उनके हुसने अख़लाक़ और उन के काम के तरीके में, मुसाफ़ि़रों से बातचीत करने के तरीके में, काफी फ़रक पाते हैं और मैं समझता हूँ कि इसके लिए हमें उस एडमिनिस्ट्रेशन को और उन लोगों को मुबारिकबाद देनी चाहिये जिन्होंने एयर इण्डिया इन्टरनेशनल के इन्तजाम को अपने हाथ में रखा है। इसमें सिर्फ़ तारीफ़ ही नहीं है, बल्कि कुछ ख़ामियाँ भी हैं। जहाँ तक एयर इण्डिया इन्टरनेशनल का ताल्लुक है, मैं समझता हूँ कि यह कारपोरेशन है, लेकिन इस कारपोरेशन ने कभी कभी कुछ ग़लतियाँ भी की हैं, जैसे पिछले

इलेक्शन के जमाने में इस कारपोरेशन ने खामखा पब्लिसिटी के जरिये इलेक्शन के मामलात में दखल देने की कोशिश की जिसके बारे में मैंने और बहुत से कांग्रेसियों ने हकमत से प्रोटेस्ट किया। हमें उम्मीद है कि आइन्दा एयर इन्डिया इन्टरनेशनल इस किस्म के मामलात में मुदाखलत नहीं करेगा।

जहां तक पब्लिसिटी का ताल्लुक है, हम यह समझते हैं कि यह एक बहुत अच्छी चीज है और उसको करना चाहिये। जब हम दुनिया के अखबारों को देखते हैं, टाइम्स यून्ज रील और लाइफ में इसकी शोहरत देखते हैं, तो जहां तक मेरा ख्याल है, हम इस पब्लिसिटी के लिये उनको पैसा नहीं देते हैं, बल्कि इस एडवरटाइजमेंट के बदले उनके रिसालों को हिन्दुस्तान लाते हैं और इस तरह से हम अपना किराया पूरा करते हैं। इसके बावजूद भी कुछ छोटी सी शिकायतें जरूर हैं। जैसा कि मैनेजमेंट का रवैया पायलेटों के साथ है और मैं समझता हूं कि यह अच्छी चीज नहीं है और हकमत को इन शिकायतों के बारे में छान-बीन करनी चाहिये और देखनी चाहिए। एक और शिकायत हमने यह भी सुनी है और जिसके बारे में मैं वजीर साहब से यह जानना चाहूंगा कि जब स्पेयर पार्ट्स मंगाये जाते हैं, तो उसके साथ साथ ही कुछ अफसरान अपने लिए छोटी छोटी चीजों जैसे एयर कन्डीशनर है, टाइपराइटर है, रिकार्ड प्लेयर है, और इस तरह की चीजें मंगाते हैं; तो मेरी सरकार से यह अर्ज है कि इन चीजों पर काफ़ी नज़र रखी जानी चाहिये। क्योंकि वे तो एक छोटी सी चीज है, लेकिन ज़रूर बड़े बोरे और इन्तजामी कमिश्नर लाइन के लिए बदनामी का बाइस हो सकती है। मुझे उम्मीद है कि सरकार इसकी तत्काल तवज्जु करेगी, लेकिन ये खामिया इतनी छोटी हैं कि इस बड़ाई के सामने बेमानी हो जाती हैं। मैं इस मामले की तरफ नहीं जाना चाहता

कि कमीशन क्या है और किस तरह से परबेज करता है, लेकिन मैं समझता हूं कि अगर उसमें कुछ खामिया हैं, तो उनकी देख-भाल करनी चाहिये।

एक और चीज की कमी है और वो यह है कि एयर इन्डिया इन्टरनेशनल में जो मसाफिर हिन्दुस्तान से बाहर जाते हैं, उनको छोटा छोटा सामान रखने के लिये एक बक्स दिया जाता है, जब उसको पालम या दिल्ली में देते हैं तो लन्डन, पेरिस या टोकियो जाने से पहले उसके ताले खराब हो जाते हैं या उसकी चाबियां अन्दर से टूट जाती हैं या ताले काम करना ही छोड़ देते हैं। यह मामूली चीज है, लेकिन हम हवाई जहाज में कोई चीज खरीद नहीं सकते। मैं आपके सामने मिसाल के तौर पर यह कहना चाहता हूं कि अगर हम लन्दन जा रहे हैं, तो जैनेबा के एयर पोर्ट में हम कुछ चीज नहीं खरीद सकते क्योंकि हम बाहर नहीं जा सकते। इसी तरह से प्राग में उतरने पर या बर्लिन में उतरने पर यह दिक्कत सामने आती है। इस अटैची केस के लिये गवर्नमेंट लाखों रुपया खर्च करती है, लेकिन वह इस कदर नाकाबिले इस्तेमाल हो जाती है कि जिससे लोगों को बड़ी परेशानी होती है और सफर में धोका हो जाता है। अगर उसकी अच्छी तरह से देखभाल की जाये, तो मुसाफिरों को इस तरह की परेशानियों का सामना न करना पड़े।

जहां तक इन्डियन एयर लाइन्स का ताल्लुक है, मुझे निहायत अफसोस के साथ कहना पड़ता है कि जहां तक उनके अफसरों का ताल्लुक है, छोटे छोटे लोगों का ताल्लुक है, हमें निहायत अफसोस के साथ कहना पड़ता है कि हम उनको और एयर इन्डिया इन्टरनेशनल के आदमियों को एक दर्जे पर नहीं ला सकते हैं। एक टिकट लेने में कम से कम ४५ मिनट चाहिए। आप कैनाट-प्लेस के दफतर में चले जाएं, कोई आदमी आपको सही तरह से गाइड नहीं करेगा। आप अगर वहां किसी आदमी से पूछें कि साहब

[श्री ए० एम० तारिक]

मुझे टिकट लेना है और कहां से टिकट ले सकता हूं तो वह कहेगा कि उनसे पूछिये, अगर आप उस आदमी के पास जायें तो वह कहता है कि दूसरे आदमी से पूछिए। अगर आप जनरल मैनेजर या मैनेजर इंचार्ज से शिकायत करना चाहते हैं, तो भी उनसे मिलने का मौका नहीं दिया जाता है। कहते हैं कि दरवाजा बन्द है और मैनेजर साहब मीटिंग में हैं। कभी कभी यह देखने में आता है कि वह चपरासी को इशारा करते हैं और वह सामने खड़ा हो जाता है और वह कहता है कि वह कांफेंस में है। यह कोई अच्छी चीज नहीं है और इसके अलावा मैं आपको बताता हूं कि वह यह चीज है जिसका हमें सामना करना पड़ता है कि बम्बई से दिल्ली आने में एक घंटा पैंतीस मिनट लगते हैं, लेकिन पालम से नई दिल्ली तक पहुंचने में कम से कम पौने दो घंटे लगते हैं। वाई जहाज से सामान पलट करने में तीस मिनट लगते हैं और इसके बाद डिलीवरी में कम से कम पचास मिनट लगते हैं। वहां पर इतने धक्के लगते हैं और इतना रग होता है कि अगर कोई बच्चा या औरत सफर करती हो, क्यों कि आजकल सफर आसान हो गया है, तो इस तरह से उनको बहुत परेशानी होती है। वहां पर आपको दो-तीन ही कुली दिखाई देंगे जो सामान को इधर-उधर फेंक देते हैं। अगर आप वी० आई० पी० हैं या कोई मिनिस्ट्री का सरकारी अफसर हो और पहचाना जाए, तो उसको सामान मिलता है, वरना इन्तर्ई मुश्किल है।

श्री गोपबल्लभ विजयवर्गस : वहां पर कुली बढ़ाये जाने चाहिये।

श्री ए० एम० तारिक : कुली ही नहीं बल्कि इसके साथ साथ इन्तजाम भी किया जाना चाहिये। यह दिक्कत सान्ताकुज के हवाई अड्डे में ज्यादा है। यह अड्डा सत्रह-

अठारह मील की दूरी में है और बारिश के जमाने में बहुत दिक्कत होती है और इसकी तरफ तवज्जो करना लाजिमी है।

(Time bell rings.)

एक बात में काशमीर के बारे में कहना चाहता हूं। काशमीर में हवाई सर्विस का यह अन्दाजा है कि सरजू में पन्द्रह दिन या सोलह दिन में सर्विस जाती है; जिन लोगों ने अपनी सीट पाले से रिजर्व की होती है तो वो रिजर्वेशन कैंन्सिल हो जाता है और दूसरी मर्तबा भी कैंन्सिल हो जाता है और फिर लोगों का इन्प्लुएन्स चलता है। जहां तक हमारे काशमीर का ताल्लुक है, वहां मैं समझता हूं कि काशमीर गवर्नमेंट के थानेदारों के हाथ में इन्डियन एयरलाइन्स के अफसरों के मुकाबले में ज्यादा अख्तियारत हैं; वो जिसको चाहें टिकट दे सकते हैं। इसके अलावा भी अगर श्रीनगर और जम्मू और काशमीर के दमियान एयरलाइन्स नहीं जाती है तो पैसेजर्स को बंठने, और खाने के लिये कोई इन्तजाम नहीं है। मिसाल के तौर पर अभी बम्बई में दूढ़ी जबरदस्त बारिश हुई तो उसमें अपने पैसेजर्सों से कहा कि जो सुबह चार बजे से आये थे कि प्लाइट अभी नहीं होगी, वो कैंन्सिल हो गई और दो घंटे के बाद प्लेन जायेगा और उसके बाद कहा कि चार बजे प्लेन जायेगा और इस तीन-चार घंटे के दमियान न मुसाफिरो को चाय का प्याला दिया गया और न पानी का गिलास हो दिया गया। अगर आप सान्ताकुज हवाई अड्डे में मंगोला पीजिये तो दस आने को मिलता है, जब कि सारे बम्बई में पांच आने को मिलता है और वहां भी इतनी खपत नहीं होगी, तो इन छोटी छोटी चीजों की तरफ आपको तवज्जो देना बेहद लाजिमी है क्योंकि आप फोरेन टूरिज्म को बढ़ाना चाहते हैं और इसके लिए यह जरूरी है कि एयरलाइन्स सर्विस बढ़े। (Time bell rings.) वकील साहब की जिन्दगी में इतलाह आई है

कि एक डोनाल्ड फर्गुसन जो इंटरनेशनल टूरिस्ट यानी गाइड हैं, कंट्रोलर हैं, उन्होंने इन्डियन एयर लाइन्स के पायलट के बिनाफ जबरदस्त शिकायत की। वह शिकायत निहायत जबरदस्त थी और मैं यहां पर किसी शब्द का जिक्र करना नहीं चाहता हूं।

While the pilot was flying between Udaipur and Jaipur he caught the pilot in the cockpit with a girl friend, and no action has been taken on that. It is a shame on the Indian Airlines Corporation.

AN HON. MEMBER: Who?

SHRI A. M. TARIQ: Donald Ferguson is an internationally known tour conductor and he gave it in writing. The pilot saw to it that he was arrested at Jaipur Airport and no action has been taken against that pilot. I hope the hon. Minister will go through this case, see it and tell us what action has been taken against the pilot.

With these words, I congratulate my hon. friend Shri Ariun Arora for bringing forward this motion.]

SHRI AKBAR ALI KHAN: Madam Deputy Chairman, if you will permit me, I just want to make one point and it is this. A representation has been made on behalf of some of the Parliamentarians, including Shri B. Rama-krishna Rao, regarding the shifting of the workshop from Hyderabad and the ex-Minister, I mean Shri Jagiivan Ram, promised to consider the matter. I do hope that the matter will be taken into serious consideration very soon.

THE DEPUTY CHAIRMAN: Mr. Chordia. Please be as brief as possible.

श्री विमलकुमार मन्नालालजी चौरडिया  
(मध्य प्रदेश) : उपसभापति महोदया,  
यह हवाई यातायात सेवा जो १ अगस्त,

१९५३ से राष्ट्रीयकृत हुई, यह होना आवश्यक था। सुरक्षा की दृष्टि से भी यह आवश्यक है कि हमारी हवाई यातायात सेवा का विकास किया जाये और उसका राष्ट्रीयकरण हो।

जहां तक व्यापारिक दृष्टि से इसका हिसाब किताब है, कुछ ऐसा लगता है कि हमारी यह संस्था व्यापारिक दृष्टि से ठीक ठाक नहीं चल रही है और जैसा शासन का एडमिनिस्ट्रेशन चलता है और उसमें जितना रेडटैपिज्म और सारी सुस्ती, भ्रष्टाचार वगैरा है वह बराबर यहां पर भी कायम है। व्यापार की दृष्टि से कोई इसमें ध्यान दिया गया नहीं। जब इसको नेशनलाइज किया गया था तो उस समय ३ करोड़ १९ लाख और ४५ हजार रुपये दिये गये थे, ८ में से ७ कम्पनियों को। एक कम्पनी घाटे में चल रही थी। उसकी लाइब्लेटीज और असेट्स के हिसाब से वैसे का वैसे उसको दिया गया और वह टेक ओवर कर लिया गया। यह काम ४ करोड़ १६ लाख के कैपिटल से शुरू किया।

[THE VICE-CHAIRMAN (SHRI AKBAR ALI KHAN) in the Chair]

जब वह काम चला तो १९५६-६० में उसका घाटा पूरा करने के लिये, ४ करोड़ की पूंजी वाली संस्था का घाटा पूरा करने के लिये, हमारी सरकार ने ५.८६ करोड़ की सबसिडी दी। इसके बाद का भी हिसाब देखा जाय तो उसको यह ब्याज का जो इंटेस्ट हालीडे या कट टर्म है वह दिया गया और उसके हिसाब से अगर देखा जाय और उस हिसाब से अगर इंटेस्ट हालीडे न दिया जाय तो हमारा यह संस्थान बराबर घाटे में चलता आ रहा है। यह जरूर है कि घाटा कम होता जा रहा है। सन् १९५६-५७ में १ करोड़ २३ लाख का घाटा था, वह अब रहते-रहते अगर ब्याज काट कर जोड़ा

[श्री विमलकुमार मन्नालालजी चोरड़िया]  
जाय तो अभी २० लाख का घाटा इंडियन एयरलाइन्स कारपोरेशन को पड़ेगा। ऐसी स्थिति में अगर व्यापारिक दृष्टि से भी देखा जाय तो हमारा यह संस्थान लाभ में नहीं चल रहा है, यह निर्विवाद है। नुकसान का कारण यह बताते हैं कि हमारे डकोटा पुराने हो गये, आपरेटिंग कास्ट बढ़ गई और बहुत से जो अनप्राफिटेबिल मार्ग हैं, उन पर यह सेवा चलानी पड़ रही है, इस से यह साग घाटा हो रहा है।

पब्लिक एकाउंट्स कमिटी जो बैठी थी, तो उन्होंने अपनी पुरानी रिपोर्ट में, १९५६-५७, १९५७-५८ में, हिसाब जब चेक किया था तो उस समय भी कहा था कि आप अपनी आपरेटिंग कास्ट कम करिये और बाद में भी कहा, मगर अभी तक उस दिशा में कुछ हुआ नहीं।

किराया बढ़ाने का जहाँ तक सवाल है, हमारा यह संस्थान बराबर किराया बढ़ाता गया, इस आशा से कि यह लाभदायक हो। हम तो थर्ड क्लास में ट्रेवलिंग करने वाले हैं। हम तो यह चाहते हैं कि टैक्स-पेयर्स पर इसका भार नहीं होना चाहिये और यह घाटा हम पर लादा नहीं जाना चाहिये। जो हवाई जहाज में ट्रेवल करने वाले हैं, उनसे इसका नुकसान लिया जाय, लेकिन टैक्स-पेयर्स पर वह आना नहीं चाहिये। यह जो घाटे के कारण बताये जाते हैं, उनमें एक कारण यह है कि जो व्यापारिक बुद्धि इस डिपार्टमेंट को चाहिये वह है नहीं। उदाहरण के लिये ले लीजिये कि हमारे यहाँ वह जो वाइकिंग्स बेचने की बात थी, तो दो वाइकिंग्स की बिक्री के लिये आफर किया गया और एक फर्म ने कह दिया कि हम २५ हजार पाउंड के करीब देंगे, जिसकी कीमत १३ रुपया ५ आने के हिसाब से ३ लाख ३२ हजार और ७५० रु० होती है।

मगर उस समय उसके आर्डर्स हुये नहीं, स्वीकृति हुई नहीं, स्वीकृति हो गई तो फिर एक्सपोर्ट के लिये उनको पर्मिट नहीं दिया गया। इस सारी गड़बड़ में वह ३ लाख, ३२ हजार और ७५० रु० में जो दो हवाई जहाज जाने वाले थे वह तो जाना दूर रहा, उनकी हैगरेज और मेंटिनेंस के लिये ३ लाख २७ हजार रुपये खर्च हो गये। उनको बेचने पर करीब करीब तीन लाख रुपया आया। जो आना था वह रुपया तो आया नहीं और मेंटिनेंस और हैगरेज पर जो रुपया खर्च हुआ उस से भी कम आया।

उसी तरह से हेरोन्स के बारे में यही हालत है कि वे खरीदे गये और बाद में मालूम पड़ा कि वे बड़े अनइकोनामिक हैं। वे दुनिया भर में चल रहे हैं और छोटी शटल सर्विस भी उनसे चल सकती है, मगर हमारे यहाँ वे घाटे में रहे। ऐसा लगता है कि खरीदारी और बिक्री में कुछ विशेष लाभ होता होगा, इसलिये इसमें इस तरह की लापरवाही बरती जाती है या क्या होता है, कुछ समझ में नहीं आता।

इंजीनियरिंग प्वाइंट आफ व्यू से भी देखा जाय तो हमारे माननीय मंत्री ने कल खुद यह एडमिट किया कि हमारे यहाँ पर डकोटा केवल ३० हजार घंटे चले और हम उन्हें बेच रहे हैं, जबकि विदेशों में ६० हजार घंटे तक चल सकते हैं। मैंने अभी जोड़ लगाया और सन् १९६१-६२ तक की रिपोर्ट में देखा तो हमारे यहाँ के डकोटा औसतन केवल ११,५४६ घंटे चले और वे बेचने की स्थिति में आ गये। तो समझ में नहीं आता कि हम कैसे इसकी इकोनामी कर रहे हैं, कैसे हम व्यापारिक दृष्टि से इस पर विचार कर रहे हैं। वैसे विदेशों में हमारी प्रतिष्ठा, हमारी गुडविल जमी है, उसका हमें गौरव भी है और उसके लिये हम कुछ नहीं कहते। मगर यह व्यापारिक दृष्टि से जो घाटा हमारा होता जा रहा



है इसकी ओर भी हमारे शासन को और निगम को ध्यान देना अत्यन्त आवश्यक है ।

हीरोन्स के बारे में मैं निवेदन कर चुका । अब दूसरी बात यह है कि इधर तो हम फारेन एक्सचेंज के लिये बहुत चिल्लाते हैं और उधर हमारा लाखों रुपया टिकट के लिये, उसके प्रचार के लिये और पोस्टर छपाने के लिये खर्च किया जाता है । सन् १९५६-६० में ६ लाख ३७ हजार और ५०० रु० खर्च किया गया । सन् १९६०-६१ में ८ लाख २६ हजार रु० खर्च किया गया । सन् १९६१-६२ में १२ लाख २४ हजार रु० खर्च किया गया । हम फारेन एक्सचेंज के लिये चिल्लाते हैं कि हमारे यहां फारेन एक्सचेंज की कमी है । अगर वह टिकट कुछ खराब या हलके कागज का हो जायेगा तो उसकी बजह से बैठने वाले उसमें नहीं जायेंगे, ऐसा मैं नहीं मानता । हम उनको एट्रैक्टिव बना सकते हैं । जैसे हमारे यहां के हैंडीक्राफ्ट डिपार्टमेंट ने अच्छी अच्छी साड़ियां बनाना प्रारम्भ कर दिया है ताकि उनके प्रति लोगों का आकर्षण हो, वैसे ही अपने यहां कुछ रिसर्च करके, कुछ खोज करके ऐसा रास्ता निकाला जा सकता है जिससे हम उनको आकर्षित कर सकें । एडवर्टाइजिंग के लिये अभी जापान से यूनाइटेड स्टेट्स की एजेंसी की मार्फत कुछ ब्रोचर प्रिंट करवाये गये और उसमें १ लाख ८५ हजार ५५७ रु० और ३२ नये पैसे खर्च हुये । कुछ समय में आता नहीं ।

कोआर्डिनेशन गवर्नमेंट का और कारपोरेशन का देखा जाये तो गवर्नमेंट की समय पर सैवशन होती नहीं । विभाग को जिन कामों के लिये रुपया दिया जाता है अपनी पालियामेंट से, उसे टाइम पर खर्च नहीं किया गया । एक जगह जवाब दिया कि इंटें नहीं मिली । त्रिपुरा में

एक बिल्डिंग बनानी थी तो उसके लिये इंटें नहीं मिली । यह कोई दलील में दलील नहीं थी । इस तरह से कई उदाहरण हैं । समय कम होने की वजह से केवल इतना ही ध्यान आकर्षित कर देना चाहता हूं कि हमारा बर्क जितना है उसका बर्कलोड बराबर हो, इस पर विचार करना चाहिये । व्यापारिक दृष्टि से सब बातें देख करके एक ही तरह के जितने हम हवाई जहाज अधिक से अधिक रख सकें और जो लाभदायक हों उनको स्टडी करके रखना चाहिये, और हमारे यहां क्यों कर इतने कम घंटे डकोटा ने सर्विस की इसकी भी जांच करनी चाहिये और जो गलती करें उनकी रेसपांसिबिलिटी फिक्स करके उनको सजा दी जानी चाहिये, यह अत्यन्त आवश्यक है ।

THE MINISTER OF SHIPPING IN IHS MINISTRY OF TRANSPORT (SHRI RAJ BAHADUR): Mr. Vice-Chairman. This debate has been very useful and instructive one and I most enthusiastically join all my friends who had paid rich tributes to the workers, to the staff and the engineers and the management, who have been running both of our national airlines. Some valid pieces of criticism have been made, but I should say, by and large, the performances of both these Corporations have been widely acclaimed. I would only confine myself, in the brief observations that I propose to make, to the few points that have been touched on, which might require some explanation, for « good deal of the ground has been covered by my colleague, the Deputy Minister.

First of all I will take the point regarding publicity which Shri Arjun Arora raised. The attack was twofold, if I may call it an attack, that the expenditure is enormous, secondly that sometimes the publicity is over-enthusiastic and perhaps a little lopsided. He did not use the word lopsided, but I think that is what he meant. So far as this matter is concerned, I think

[Shri Raj Bahadur.] some statistics would be sufficient to indicate how far the charge of expensiveness of publicity can be brought home to the Air India Publicity expenditure. Let us recognise that this publicity has got quite a few sub-heads, for example, sales promotion, press advertisement, radio, photographs, give-aways, displays etc. But what do we spend on these in terms of the traffic revenue? What is the percentage of this expenditure incurred as against the traffic revenue? For the year 1959-60 it worked out to be 3.89 per cent. For the year 1961-62 it worked out to 6 per cent and for the year 1962-63 it works out to 5.3 per cent. I am taking the cash income and the cash expenditure into account.

So far as the alleged over-enthusiastic or exaggerated angle of posters or advertisements is concerned, I should only like to say that advertising and publicity is a very delicate art and it depends a good deal for its success on the psychological approach it can make on those and towards those to whom it is being directed. It has to cater to their taste, to catch their eyes and that is why we often find that Air India publicity has been acclaimed as one of the best types of publicity anywhere in the world and that is why even this House has been quite generous in its compliment to the publicity. Maybe here and there there may be an odd piece but it has been our endeavour to see that no aberrations are committed and if and when they are brought to light or to our notice I can only assure the House that we shall spare no effort to improve upon our performance and I am sure under the leadership of the present Chairman of Air India, whose services have been applauded and I join in that tribute. This should not be a difficult task. Let us, however, not focus attention on small things or small lapses when big performance and big achievements have been made. Mr. Arora waxed eloquent, if he permits me to say so, about the need for Indian currency being allowed to be used on our external air service. He made a strong

plea for Indian currency, Indian curry, Indian drinks, Indian accent for our hostesses and perhaps . . .

SHRI ARJUN ARORA: Indian ciferettes also.

SHRI RAJ BAHADUR: And Indian cigarettes also. I can appreciate that a patriot like him should have that patriotic feeling. Nevertheless, let us not forget that these international air services are forging a new type of society in the modern world. Cultures are being mixed and we cannot completely cut ourselves away from the trends of modern culture. There has to be so much of give and take and naturally if the pronunciation of our Indian hostesses is good as he said it is modern or convent-like, I think I would not like to blame them for that so long as it is acceptable to our customers. And we have to bear in mind constantly that the customer is never wrong. It is proverbial that a customer is never in the wrong. We have to suit the taste and temperament of the customer. We have to cater and pander to his taste and so long as it is acceptable to the customers, who are people drawn from all climes and countries, we shall have to modulate, modify and we have to adjust our own practices and methods and our own organisation to their needs.

A reference has also been made to the losses that the IAC have suffered for some time. Mr. Chordia brought in quite a few allegations, if I may use that expression because I am not quite sure whether they are all correct or not.

SHRI V. M. CHORDIA: It forms part of the Report of the Public Accounts Committee, if you are not sure of the facts.

SHRI RAJ BAHADUR: I only took one thing that he said. Just as we take one rice from a pot full of rice to see whether it has been boiled fully or not . . .

شری اے - ایم - طارق : میں  
ایک عرض کرنا چاہتا ہوں کہ یہاں  
تک ....

†[شری اے۔ ایم۔ طارق : میں ایک  
اثر کرنا چاہتا ہوں کہ جہاں تک . . .]

THE VICE-CHAIRMAN (SHRI AK-  
BAR ALI KHAN): No, no. Let him  
finish.

شری اے - ایم - طارق : میں صرف  
یہ عرض کرنا چاہتا ہوں کہ جہاں تک  
تلفظ کی بات ہے اس کا تو خیال  
کہیں - وہ صاحب چاہے جو کچھ  
کہیں لیکن تلفظ تو ٹھیک ہو - وہ  
سگریٹ نہ پھلے کو ہندی میں کچھ  
ایسا کہتی ہوں - ذکر پان نہ کیجئے -  
ذکر پان نہ کیجئے -

†[شری اے۔ ایم۔ طارق : میں صرف  
یہ عرض کرنا چاہتا ہوں کہ جہاں تک  
تلفظ کی بات ہے اس کا تو خیال  
کہیں - وہ صاحب چاہے جو کچھ  
کہیں لیکن تلفظ تو ٹھیک ہو - وہ  
سگریٹ نہ پھلے کو ہندی میں کچھ  
ایسا کہتی ہوں - ذکر پان نہ کیجئے -  
ذکر پان نہ کیجئے -]

شری اے - ایم - طارق : میں صرف  
یہ عرض کرنا چاہتا ہوں کہ جہاں تک  
تلفظ کی بات ہے اس کا تو خیال  
کہیں - وہ صاحب چاہے جو کچھ  
کہیں لیکن تلفظ تو ٹھیک ہو - وہ  
سگریٹ نہ پھلے کو ہندی میں کچھ  
ایسا کہتی ہوں - ذکر پان نہ کیجئے -  
ذکر پان نہ کیجئے -]

شری اے - ایم - طارق : میں صرف  
یہ عرض کرنا چاہتا ہوں کہ جہاں تک  
تلفظ کی بات ہے اس کا تو خیال  
کہیں - وہ صاحب چاہے جو کچھ  
کہیں لیکن تلفظ تو ٹھیک ہو - وہ  
سگریٹ نہ پھلے کو ہندی میں کچھ  
ایسا کہتی ہوں - ذکر پان نہ کیجئے -  
ذکر پان نہ کیجئے -]

†[شری اے۔ ایم۔ طارق : میں صرف  
یہ عرض کرنا چاہتا ہوں کہ جہاں تک  
تلفظ کی بات ہے اس کا تو خیال  
کہیں - وہ صاحب چاہے جو کچھ  
کہیں لیکن تلفظ تو ٹھیک ہو - وہ  
سگریٹ نہ پھلے کو ہندی میں کچھ  
ایسا کہتی ہوں - ذکر پان نہ کیجئے -  
ذکر پان نہ کیجئے -]

[ ] Hindi transliteration.

ہوسٹیسز اس طرح تاک اور مٹھ سیکوڑ کر  
کہتی ہیں کہ مالوم پڑتا ہے - ہنگر  
کو پانی پلاؤ - تو وہ پرنسسیاؤں  
اس قدر خراب بھی نہ کریں۔ ]

SHRI RAJ BAHADUR: Sir, the reference  
made by Mr. Arjun Arora was not to the Hindi  
pronunciation but related to the English  
pronunciation. Even so, let us recognise the  
fact that most of these or many of these  
hostesses are people whose mother tongue is  
not Hindi. If we blame them for not having the  
UP or MP or Rajasthani accent, it will be too  
much and that would not be doing service to  
the propagation of Hindi itself. Very few of  
those to whom this is addressed are Hindi-  
speaking people and let us recognise that the  
Hindi-speaking people travelling by Air India  
may constitute a small fraction, or percentage  
of the total, and it is with a view to  
introducing our national language as well in  
the services of Air India that we tried to do  
this.

My friend there said that we are not running  
this service on sound commercial lines, that  
we are making losses, even our Dakotas have  
done only 30,000 hours as against the 60,000  
or 70,000 in other countries. He has torn the  
statement of the Deputy Minister completely  
out of context. When he gave the figures the  
other day, it was in an entirely different  
context. It was in regard to the replacement of  
Dakotas that he said that our Dakotas are  
comparatively less used and safer as compared  
to the American or Australian Dakotas where  
the number of hours flown by them comes to  
70,000 in the case of the American lines and  
60,000 in the case of the Australian lines. Let  
me now come to the main point. It is true that  
the Indian Airlines Corporation, after its  
nationalisation, was not able to break even, it  
was not able to avoid losses and that is why,  
as long back as 1st August 1958, it was  
decided that fifty per cent, of the capital  
invested in it should be converted into equity  
capital and the rest into debenture capital and  
It is estimated that the

[Shri Raj Bahadur.<sup>1</sup>]

interest to be paid on the amount of equity capital and debenture capital, both put together, would amount to Rs. 4-66 crores for the period 1st August 1953 to 1st March 1963. The loss up to 1958, which was the year when the Indian Airlines started breaking even, were calculated to be of the order of Rs. 5 '89 crores, a total of a little over ten crores of rupees. As against this, what is it that the Indian Airlines have contributed to the Exchequer? If we calculate the Excise Duty paid on fuel from 1954-55 to 1962-63, it has reached the figure of Rs. 9-37 crores approximately and this Corporation has also paid sales tax amounting to Rs. 2-6 crores approximately, making a total of Rs. 11-43 crores. So, against a loss of a little over ten crores of rupees, the actual direct contribution to the national exchequer has been of the order of Rs. 11-4 crores and remember that the Indian Airlines Corporation has not been getting any subsidy. My hon. friend, Mr. Babubhai Chinai, he is not here, asked why we have raised the fares now while the fares were low when the services were operated by private parties but let him not forget the fact that the private companies were all losing. There was no expectation at all that they would be able to pay off the loan of nine crores of rupees—I am speaking from memory that was due against them. They had no depreciation reserve. The cost of fuel was much less when they were operating and they used to get a subsidy of about Rs. 80 lakhs, if I mistake not, per annum. Then lastly, we also know what level of operational efficiency they used to maintain. You cannot compare those services with ours since there is a very significant difference in the level of the services.

So to say that the Indian Airlines Corporation is running at a loss or has not been able to break even is not quite correct. Even last year the profits had been of the order of Rs. 20-99 lakhs after making a provision of Rs. 40 lakhs for development rebate reserve.

So far as efficiency is concerned—because that point has been raised let Mr. Chordia realise that the very fact of utilisation of our aircraft, if that particular factor is put as a sort of a test, the Indian Airlines have improved considerably. Whereas in 1954-55 the Dakotas used to have an average of 1371 flying hours per annum, in 1962-63 these Dakotas were performing as much as 1739 flying hours. So it is a big difference. The Skymasters as against 1010 hours per annum in 1954-55 are performing in 1962-63 as many as 2436 hours. So it will be appreciated that there is considerable improvement in operational efficiency but it was not possible to achieve it without following some commercial practices which Mr. Chordia thought fit to attach. I would also say that the revenue per Available Ton kilometer has risen from Re. 0-96 in 1956-57 to Rs. 1-25 in 1962-63. This is I think, a good performance, a good achievement. Similarly let us also realise that from an average of about half a million passengers in 1954-55 we are now catering to as many as about one million passengers. This by itself is a commendable performance. Of course we cannot yet measure our standards with the standards of more developed countries and in this respect, I quite agree with Mr. Bhupesh Gupta that we should try to expand our services and I also join him in wishing, that we should have bigger planes; at the same time, however, we shall have to realise that this will only be possible in keeping with the requirements in other comparatively more important sectors of our economy because ultimately priorities will have to be fixed for development.

He has made a strong plea, as usual, for nationalisation of the non-scheduled services. Now, what is the state of affairs so far as non-scheduled services are concerned? There are about five such services and they have got 15 Dakotas. It is evident that hon. Members and the people do not want us to acquire more Dakotas. Would Mr. Bhupesh Gupta like us to acquire these Dakotas and oblige the private non-

scheduled operators? It would be rather a very bad proposition.

SHRI BHUPESH GUPTA: It is not a question of asking you to buy the Dakotas. All I say is, they should be nationalised. You can fix your own price if you take the Dakotas. Anyhow these lines should be operated by the Government now and the private agencies should be taken out of Commission altogether.

SHRI RAJ BAHADUR: What is the principle behind it? What is the purpose with which we allow non-scheduled services? To open up new routes, to do a little bit of pioneering work and it would not be in the fitness of things to go in for these lines which is not at all justified. I would not like to say more on this point because I know I have limited time.

He said something about the commission earned by Tata Incorporated. Much has been said by Dr. Wadia about it and I would only say that it is a question of our need and it is a question of balancing the expenditure between what we have to pay as commission to the Tata Incorporated and what we would have to pay to others. One fact alone would be sufficient in this respect. Whereas in the case of the Tatas the average came to 2.5 per cent, in the case of another firm, Guy H. Evans, which was performing the same function the commission that we had to give them was as much as 4 per cent. We must realise that unless we set up an organisation our own we cannot do anything in this connection. We have done that in the U. K. and in course of time we shall try to do it here as well.

Much has been said by Dr. Seeta Parmanand and Dr. Wadia about the amenities that should be offered. We take note of the requirements and I would only say that so far as the complaint about congestion and overcrowding in A.I.C. offices, about delays in issuing tickets, about the necessary number of staff members to be posted, etc. are concerned, these are all matters which shall be looked into,

Mr. Reddy said that there are no instrumental landing facilities at any of our airports. I do not know whether he knows the facts correctly.

SHRI K. V. RAGHUNATHA REDDY: It is true that there are no facilities for instrumental landing except a very small facility at Santa Cruz. But that is not sufficient and our airports do not have even the ordinary landing facilities.

SHRI RAJ BAHADUR: I think my friend seems to have been very very wrongly informed because instrumental landing facilities exist at Bombay, Calcutta, Madras, Delhi and Nagpur airports and there should be no misunderstanding about it because this undermines the confidence of the travelling public and I do not think we should make statements which do not rather correspond with facts.

Then he said that the aircraft were not fitted with radar. Although there was some dispute about it, all the Viscounts have been now fitted with radar and in most of the airports also we are now trying to fit up the radar facilities and there should be no doubts about it.

Another point was raised by you, Sir, when you were not in the Chair, as also by Mr. Reddy, that there is a good deal of apprehension about the shifting of the Engineering Base at Hyderabad. As you know, the objective is to do away with the Dakotas and replace them as quickly as possible. The Hyderabad Engineering Base is for Dakotas but we are also at the same time trying to acquire Avros and we shall try to keep that base for them. There should be no apprehension that there is any likelihood of the Engineering Base being totally removed from Hyderabad. I can assure that we shall keep an engineering base there because that would be required. The Engineering bases have to be distributed evenly in the interest of economic operations of the services and maintenance of our fleet.

THE VICE-CHAIRMAN (SHRI AKBAR ALI KHAN) : A large number of families will be disturbed; about 200 families will have to be transferred from Hyderabad to Bombay,

SHRI RAJ BAHADUR: We shall see to it, so far as it lies in our power, that the least inconvenience is caused to them. I cannot hold out a very sweeping assurance but I can say that to the extent possible we shall see to it that they are not inconvenienced as far as possible.

SHRI BHUPESH GUPTA: As a representative of Hyderabad you have made a successful use of the Chair.

SHRI RAJ BAHADUR: Sir, I would like to protest against this reflection cast on the Chair.

SHRI BHUPESH GUPTA: No, no. I said successful; it is a tribute to the Chair.

SHRI RAJ BAHADUR: With all respect to you, I have only said what I would say even if you were not in the Chair.

Now, Mr. Tariq has made a reference to some complaint that has come to his notice that along with the spare parts some private articles are also smuggled. I shall be grateful to him if he, with his investigating talent and techniques\* could let us have some concrete cases and I would assure him that necessary enquiry will be made in such cases. In case that is not so, it will be very unfortunate. He will be only demoralising our services. If in this august House any statement is made which goes unsubstantiated, about which no concrete instance is furnished, it will only have the effect of demoralising the services. We pay them all the tributes for their performance, for their integrity, for their steadfastness and devotion to duty and at the same time we make such reflections. May be, there is one odd case. Any way, we want concrete instances.

Reference was also made to a pilot who was reported to have misbehaved. I can only tell him that he might perhaps be satisfied to know—I would not say he will be happy to know—that that pilot has been punished for his misbehaviour.

SHRI A. M. TARIQ: I do not think so.

SHRI RAJ BAHADUR: That is the information given here and I would again be grateful if . . .

SHRI A. M. TARIQ: I think you have got a wrong information and whoever has given you that information, I challenge that information on the floor of the House

SHRI RAJ BAHADUR: The pilot concerned has been demoted and transferred.

SHRI A. M. TARIQ: I think you punishment, Sir. Mr. Vice-Chairman, Sir, please excuse me. When one is flying a plane and if he is caught hobnobbing with a girl, this is not the punishment. The punishment is, you suspend him; dismiss him.

SHRI RAJ BAHADUR: This is not a court of a justice.

THE VICE-CHAIRMAN (SHRI AXBKH ALI KHAN): We have to go according to certain principles.

SHRI RAJ BAHADUR: Yes; we have to proceed according to certain principles. We do not know all the facts or what the extent or gravity of the misbehaviour was.

I would take up the next point. He said too much of delay was there in collecting passengers' luggage. As a result of the introduction of mechanical equipment for loading and unloading, the average time now taken is only ten minutes for the luggage to be brought from the aircraft to the desk where it is given to the passengers. The whole thing is done in ten minutes. So to say that one has to stay more than one hour or forty-five minutes is rather incorrect. I take note of the

complaint made about the inconvenience caused to passengers going on flights which are cancelled. That is a valid point and I will try to see what we can do about it.

I think the Air Corporations have a brilliant and good record now. I should say that I lost my association with the Corporation and the air services directly about the year 1956. Now, returning to this Department I find that a good lot has been done and I pay my humble tribute to the management, to my colleague on my left, to the workers, engineers and everybody. So far as our safety record is concerned, touchwood, it has been excellent and we hope that it will be maintained. That depends entirely on the skill and the devotion to duty of the people who work in the workshops. They realise day in and day out, every minute of their duty hours, that the safety of so many depends upon the work of so few. I think that is the motto that inspires them. I am sure the Corporations, both Air-India and the Indian Airlines Corporation, have done well and I trust they will do better in future.

SHRI BHUPESH GUPTA: One query. He did not touch on the Agartala airport. The airport office is very inadequate and I saw people literally congested, your staff there. I went there, checked it up myself and found it absolutely inadequate. That is number one. Secondly, I saw a crash tender lying there which is very essential for safety. It is out of commission for the simple reason that some tyre went wrong or some such thing and it has not been replaced. Since October last it is lying there. Now, these things should be attended to when we bring them to the notice of the Government, I would like to know what you have done.

SHRI RAJ BAHADUR: I intentionally did not refer to that point because that was rather extraneous and not connected with the scope of this discussion. This is in regard to the working of the Corporations and their Ninth Reports. The particular matter,

which the hon. Member refers to, relates to the Department of Civil Aviation. I will have necessary enquiries made into the matter about the crash tender and if he likes, I will write to him and inform him.

شری اے - ایم - طارق :

On a point of explanation

جہانگیر ایئر انڈیا انٹرنیشنل کا  
تعلق ہے میں اس کا کافی احترام اور  
کافی عزت کرتا ہوں اور ان کے لوگوں کی  
بہت زیادہ تعریف کرتا ہوں -

†[شری اے۔ ایم۔ طارق :

On a point of explanation  
جہاں تک ایئر انڈیا انٹرنیشنل کا تعلق  
ہے میں اس کا کافی احترام اور  
کافی عزت کرتا ہوں اور ان کے لوگوں کی  
بہت زیادہ تعریف کرتا ہوں -

وائس چیمبرمین - (شری اکبر علی

خان : ) آپ کو چکے ہیں -

†[وائس چیمبرمین (شری اکبر علی  
خان : ) آپ کو چکے ہیں -

شری اے - ایم - طارق :

اس چیز کا تعلق ہے کہ جو وزیر صاحب  
نے کہا کہ میں نے کوئی چارج لگایا ہے  
میر نے چارج نہیں لگایا - میں نے  
کہا ہے کہ وہ پروپیگنڈا ہے اور اس کے  
بارے میں تحقیقات کی جانی چاہیئے -  
آل ریڈی جب پائلٹوں کی اسٹورٹک  
ہوئی تھی تو اس چیز کو ایئر انڈیا  
انٹرنیشنل کے چیمبرمین کے سامنے لایا  
جا چکا تھا جب کہ میں بمبئی  
میں تھا اور ان سے کہا گیا تھا کہ یہ  
جو پروپیگنڈا ہو رہا ہے اس کے بارے  
میں تحقیقات کیجئے -

†[श्री ए० एम० तारिक : जहां तक इस चीज का ताल्लुक है कि जो वजीर साहिब ने कहा कि मैंने कोई चार्ज लगाया है, मैंने चार्ज नहीं लगाया। मैंने कहा है कि वह प्रोपोगन्डा है और इसके बारे में तहकीकात की जानी चाहिये। आलरेडी जब पाइलटों की स्ट्राइक हुई थी तो इस चीज को एयर इण्डिया इन्टरनेशनल के चेयरमैन के सामने लाया जा चुका था जब कि मैं बम्बई में था और उनसे कहा गया था कि यह जो प्रोपोगन्डा हो रहा है इसके बारे में तहकीकात कीजिये।]

وائس چیئرمین (شری اکبر علی  
خان) - آپ یہ کہہ چکے ہیں -

†[वाइस चेयरमैन (श्री अकबरअली खान) : आप यह कह चुके हैं।]

شری اے - ایم - طارق : اس لئے  
میں یہ عرض کرنا چاہتا ہوں کہ میں  
یہ چیز خود نہیں لایا اور اس بات کو  
صاف کرنے کے لئے میں پھر کہتا ہوں  
کہ میں اس چیز کو خود نہیں لایا  
ہو -

†[श्री ए० एम० तारिक : इस लिये मैं यह अर्ज करना चाहता हूँ कि मैं यह चीज खुद नहीं लाया और इस बात को साफ करने के लिय मैं फिर कहता हूँ कि मैं इस चीज को खुद नहीं लाया हूँ।]

SHRI ARJUN ARORA: Mr. Vice-Chairman, I welcome the announcement on behalf of the Government that the Indian Airlines Corporation has decided to purchase Indian made Avros. That is a wise decision. But my point is that they are available.

They will be available the moment a firm order is placed. Mr. Bhargava should know that aircraft is not sold like notebooks. You cannot just pay a few annas and buy aircraft. You have to place a firm order even with foreign manufacturers. I only know that the aircraft manufacturing depot at Kanpur is in a position to comply with your orders in a period shorter than any foreign manufacturer will take. The decision to purchase Avros is a wise decision, but my complaint remains that it is a belated one. Better late than never.

As far as the Super Constellations are concerned, I must submit that the Deputy Minister's explanation was loaded with technical details, which was not satisfactory. Technical details usually frighten people, laymen like me. I must say, whether it was a turbo plane or a piston plane or it is any other technical name, the fact remains that the Super Constellations, which were in a running condition, giving excellent service to Air-India, were in a position to be used by the Indian Airlines. That was not done. It is said that the cost would have been a little higher. But consider the cost in foreign exchange, which the acquisition of the planes has involved and consider the loss which the country has suffered, because certain amenities provided in the Super Constellations have had to be dismantled. So, I am amazed that the Deputy Minister himself takes a narrow, company view, rather than a national view. From the narrow company view of the Indian Airlines perhaps they were correct in not taking the Super Constellations, because their running costs were likely to be higher. In these matters where it is a Government Corporation, the Committees which the Government appoint should take a national view and from the national point of view the explanation is far from satisfactory. All the same the damage has been done. The amenities provided in the Super Constellations at a huge cost were dismantled. As far as this Cara-velle is concerned, no details are available.



SHRI RAJ BAHADUR: I am afraid a new point has been taken up.

SHRI ARJUN ARORA: I mentioned Caravelle in my speech.

SHRI RAJ BAHADUR: A new light is being given to the whole matter and we had no time. I think I will have to take a few minutes to clear the misunderstanding. I can make it clear that the needs of defence are always overriding. If the Defence Department want a particular type of aircraft, we shall have to give them, particularly in the context of the emergency their need would be greater. Secondly, my main point was that in their maintenance and operation we have to examine the economy of Super Constellations *vis-a-vis* the other types of aircraft. Then, the working conditions etc. of the crew that will man the Super Constellations have to be considered. How shall they be paid, under what terms shall they be paid? All these factors were taken into account. The passenger capacity was also taken into account. And then how far could we use those Super Constellations? It could have been used only on certain trunk routes. All these factors were taken into account and that was the reason why Super Constellations were not taken, so far as I know.

SHRI ARJUN ARORA: It is a very good intervention. Only my reply will be a little longer, because so many new points have been mentioned by the Minister. I had mentioned the Super Constellation earlier. What I was submitting was that the reply of the Deputy Minister on this point was not as satisfactory as on other scores. This decision, I might remind the learned Minister, who is apparently out of touch with the subject as he himself admitted, to purchase Super Constellations, was taken by the Ministry of Defence after the Indian Airlines had rejected them.

SHRI RAJ BAHADUR: I would only say that I was not out of touch, be-

cause I was myself interested in the I.A.C. purchasing the Super Constellations because of the tourist traffic which we wanted to cater to. Personally I was in touch with it.

SHRI ARJUN ARORA: He is ill-informed even about subjects with which he is in touch. The Ministry of Defence took that decision after the Indian Airlines Corporation turned down the Super Constellations. That is number one. Secondly, this decision was taken long before the emergency was declared. When the emergency requires it, even your Boeings should be used by the Ministry of Defence whatever the cost, because national integrity, national honour and national defence are things of prime importance. But this decision was taken long before the emergency. I am fully sure of my facts. So the mention of emergency does not frighten me. Now I am sure the Minister will please check up the correctness of my statement.

SHRI AHMED MOHIUDDIN: I never mentioned anything about the emergency.

SHRI ARJUN ARORA: But the new enthusiast did it. As far as Agartala is concerned, there is great force to what Shri Raghunatha Reddy has said. Agartala, Tripura, is one area in the country which is not served by railways. It is a part of our land surrounded by hostile Pakistan, and the Indian Airlines Corporation have done very well in providing air service to Agartala. Their service is very popular and very useful. I would urge upon the Government to examine the possibilities of reducing air freight to Agartala as much as they can. The best thing will be to bring the fares at par with first class railway fare. Of course there is no railway fare for Agartala, but an equal distance may be taken because the residents of that part of the country should be given all possible opportunities of developing living contacts with the rest of the country.

I am sorry the learned Minister misunderstood my reference to the language.

[Shri Arjun Arora.]

age of the air hostesses. I praised your air hostesses, charming things as they are. I praised their pronunciation of English. I only lament that they do not understand Hindi at all. A smattering of Hindi will do them some good. I do not say that they should give up their pronunciation and that instead of speaking the convent tyoe cf English they should speak Babu English which I speak. I never said that. I praised their pronunciation. I again repeat that they are pretty things and very considerate for passengers.

SHRIMATI C. AMMANNA RAJA (A'ndhra Pradesh): I want to know to what are the "things" you are referring to.

SHRI ARJUN ARORA: I mean the persons.

SHRI BHUPESH GUPTA; Pretty young ladies, for example.

SHRIMATI C. AMMANNA RAJA: I protest against this light talk about, women whenever something is referred to about women.

SHRI ARJUN ARORA: Let us go to the other point. It is not at all light talk. What I suggest is that they should know a little Hindi. That will make them appear more Indian. As far as women are concerned, I have p preference for lighter women and not heavy-weight ones.

SHRIMATI C. AMMANNA RAJA: Who wants your preference?

THE VICE-CHAIRMAN (SHRI AKBAR ALI KHAN): Have you finished?

SHRI ARJUN ARORA; I have finished, Sir. Thank you.

THE VICE-CHAIRMAN (SHRI AKBAR ALI KHAN): There are some amendments. The first one is in the name of Shri Bhupesh Gupta regarding Air- i

India. Do you press it, Mr. Bhupesh Gupta?

SHRI BHUPESH GUPTA; In view of what the hon. Minister has said that he would consider taking over ihe purchase as it has been done in London, I am prepared to withdraw it.

\* Amendment No. 1 was, by leave, withdrawn.

THE VICE-CHAIRMAN (SHRI AKBAR ALI KHAN): Regarding the Indian Airlines Corporation also there are four amendments. I will now put the first amendment. The question is:

1. "That at the end of the Motion, the following be added, namely: —

'and having considered the same, this House is of opinion that the Indian Airlines Corporation ha:' failed to take necessary steps to prevent air accidents at or near the airports'."

*The motion was negatived.*

THE VICE-CHAIRMAN (SHRI AKBAT; ALI KHAN); The question is:

2. "That at the end of the Motion, the following be added, namely: - -

'and having considered the rame. this House is of opinion that the view of the peculiar situation in which Tripura is placed from the point of view of communications | with the rest of India, the passenger fares for travel by Indian Airlines Corporation plane to and from Agartala should be substantially reduced for the benefit of the people of Tripura'."

*The motion was negatived.*

THE VICE-CHAIRMAN (SHRI AKBAB ALI KHAN): The question is:

\*For text of the amendment, vide col. 2643 supra.

3. "That at the end of the Motion,  
the following be added, namely: —

'and having considered the same, this  
House is of opinion that the private  
airlines (private operators) operating in  
the country should be forthwith  
nationalised'."

*The motion was negatived.*

THE VICE-CHAIRMAN (SHRI AKBAR ALI  
KHAN): The question is:

4. "That at the end of the Motion,  
the following be added, namely: —

'and having considered the same, this  
House is of opinion that the demands of  
the pilots of the Indian Airlines  
Corporation should be met by the  
authorities'."

*The motion was negatived.*

THE VICE-CHAIRMAN (SHRI AKBAR ALI  
KHAN): The House is adjourned till 11 A.M.  
tomorrow.

The House then adjourned at  
fifty-six minutes past five of the  
clock till eleven of the clock on  
Wednesday, the 4th September,  
1963.