

- (b) if so, the details thereof;
- (c) whether Government proposes to rationalise excess manpower of Air India;
- (d) if so, the details thereof; and
- (e) the other steps taken by Government to improve the efficiency and profitability of Air India?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (DR. MAHESH SHARMA): (a) and (b) Yes, Sir. The Government has issued broad guidelines to improve the performance and profitability of Air India. The broad guidelines include regular route profitability analysis, effective utilization of fleet, rationalisation of manpower, customer friendly services, effective management of delayed flights, aggressive marketing of first class and business class seats, proper monitoring of on-time-performance, effective inventory management, enhancement of revenue from ancillary business, special emphasis on passenger amenities, and on aircraft and passenger safety etc.

(c) and (d) Air India has hived off its Maintenance Repair and Overhaul (MRO) and Ground Handling Services into two separate subsidiary companies namely Air India Engineering Services Limited (AIESL) and Air India Air Transport Services Limited (AIATSL). Out of total manpower of 21959, 5826 employees have been transferred/deputed to AIESL and 4020 employees to AIATSL, as a manpower rationalisation measure.

(e) Cabinet Committee on Economic Affairs (CCEA) approved a Turnaround Plan (TAP) and Financial Restructuring Plan (FRP) for Air India in its meeting held on 12.04.2012 which envisages infusion of equity by the Government subject to achievement of certain milestones. An Oversight Committee has been set up under the Chairmanship of Secretary, Ministry of Civil Aviation to monitor the Operational and Financial Performance of Air India.

#### **Delivery of heavier Dreamliner aircrafts by Boeing**

2530. SHRI DEVENDER GOUD T.: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether it is a fact that Air India (AI) is facing umpteen problems relating to software, windshield cracks, batteries, etc., with Dreamliner 787 fleet;

(b) whether it is also a fact that Boeing is not as positive as it ought to have been in fixing the problems;

(c) if so, how AI is planning to move ahead in this regard;

(d) whether it is also a fact that Dreamliner delivered to India is 7 tonnes heavier than promised; and

(e) the reasons behind this and the reasons for delivery of heavier planes ?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (DR. MAHESH SHARMA): (a) Yes, Sir.

(b) and (c) No, Sir. Boeing is actively involved with Air India on the reliability issues and reliability enhancement modifications have been done on the Dreamliners. Boeing on-site support has been provided in Mumbai and Delhi. Further, Boeing Team has arrived thrice since induction of Dreamliners (September, 2012) for accomplishment of Reliability Modifications (January, 2013 through May, 2013, November, 2013 through January, 2014 and November, 2014).

(d) and (e) Yes, Sir. The weight of the aircraft is heavier by approximately 4800 kg. to 7300 Kg. This increased weight of the aircraft is on account of certain design changes that were required to be incorporated during the production of the aircraft.

#### **Ombudsman for aviation sector**

2531. SHRI NARENDRA BUDANIA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Government is going to create an Ombudsman who may cover aviation Public Sector Undertakings (PSUs) and attached offices for timely redressal of public grievances of delivery;

(b) the names of the PSUs and attached offices; and

(c) the time likely to be taken for creation of an Ombudsman?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (DR. MAHESH SHARMA): (a) to (c) A Working Group was constituted to examine feasibility of setting up of an Ombudsman for Civil Aviation Sector. They have submitted the report to the Ministry. However, as of now, no decision has been taken for setting up of an Ombudsman for the Civil Aviation Sector.