

Health and Animal and Plant Quarantine services. The draft Civil Aviation Policy formulated by the Government also envisages promotion of the six metro airports at Delhi, Mumbai, Chennai, Kolkata, Bangalore and Hyderabad as international hubs to serve as the main access points for international travel to and from India, as this is essential for developing domestic civil aviation.

(b) Flight operations in domestic sector have been deregulated and the airlines are free to operate anywhere in the country subject to Route Dispersal Guidelines (RDG) issued by the Government. However, it is upto the airline operators to provide air services to specific places depending upon the traffic demand and commercial viability.

(c) Development/upgradation of airports is a continuous process and is undertaken by Airports Authority of India (AAI) from time to time depending on the availability of land, commercial viability, socio-economic considerations, traffic demand / willingness of airlines to operate to/from such airports, etc. Ambikapur and Jagdalpur airstrips belong to the State Government of Chhattisgarh and AAI does not intend to develop these airstrips due to unviability of operations. Bilaspur airstrip belongs to AAI and Ministry of Defence (MoD) has desired for transfer of the Bilaspur airstrip to Army for joint user development, which is subject to signing of MoU between Indian Army (MoD) and AAI (Ministry of Civil Aviation).

Development of Airports at proposed Smart Cities

2429. SHRI K. R. ARJUNAN: Will the Minister of CIVIL AVIATION be pleased to state whether Government has any plan to develop airports at the cities selected for Smart cities programme of the Government, if so the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (DR. MAHESH SHARMA): No, Sir.

Complaints against Airlines

2430. SHRI BALWINDER SINGH BHUNDER: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether there has been a massive increase in number of complaints against airlines during the last four months;

(b) if so, the number of complaints received during that period pertaining to staff behaviour, lost/damaged baggage, refund cases, poor catering, fare structure, misbehaviour with passengers, and delay of flights etc.; airlines-wise;

(c) whether complaints received from passengers are not resolved to their satisfaction and are closed; and