Meal	Code	Description
Jain Meal	JNML	This meal is for members of Jain Community. Does Not contain animal products and by-products and root vegetables like potatoes, carrot, onion, garlic etc.
Vegetarian Meal	VGML	Contains all types of fruits and vegetables. Does not contain any meat, fish or eggs.
Moslem Meal	MOML	All non-vegetarian meals are suitable for Muslims and are prepared in accordance with Halal method. May contain lamb, chicken, fish, eggs, fruits and dairy products. It does not contain pork or non-halal prepared meats.

Installation of ILS at Srinagar airport

4335. SHRI NAZIR AHMED LAWAY: Will the Minister of CIVIL AVIATION be pleased to state:

(a)   whether the Srinagar airport has been declared as International airport;

(b)   whether there is continuous disruption/cancellation of flights in winter season due to poor visibility;

(c)   whether there is need for installation of an advanced Instrumentation Landing System (ILS) at the said airport; and

(d)   what steps have been taken by Government in this regard and by when will such advanced ILS be installed at Srinagar airport?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) Yes, Sir. Srinagar Airport has been declared as an International Airport in March, 2005.

(b) to (d) Srinagar Airport belongs to the Indian Air Force (IAF), where Airports Authority of India (AAI) maintains a Civil enclave. Presently, the airport is equipped with Cat-I Instrument Landing System (ILS). Disruption/cancellation of flights takes place at Srinagar Airport during fog/smog conditions when the visibility level drops minima (1300m). Since the operational area at Srinagar Airport is under the control of

IAF, Ministry of Civil Aviation has requested Ministry of Defence (MoD) to prioritize installation of Cat-II ILS system at Srinagar Airport. In order to allow civil flight operations at Srinagar Airport upto Runway Visual Range of 300 m and above, the Air Headquarters, MoD has decided to install the abridged version of Cat-II Airfield Lighting System for Runway 31 by the year 2018 under the Modernization of Airfield Infrastructure (MAFI) plan.

Lack of proper management in Air India

†4336. SHRI MEGHRAJ JAIN: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that domestic travelers have filed 306 complaints against the Air India in the month of February during the current financial year;

(b) if so, the details of the complaints and the action taken thereon;

(c) whether as per report of Comptroller and Auditor General of India (CAG) lack of proper management is a major reason for delay in flights and decline in customer services of public sector Air India; and

(d) if so, whether Government has taken any concrete steps for improvement in the management, if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) and (b) Yes, Sir. Air India has received 306 complaints in the month of February, 2017, out of which 215 complaints have been disposed off. Air India has a Complaint Handling Procedure /Mechanism in place. On receipt of a complaint, the same is acknowledged within three working days and sent to the concerned office/ section for investigation and remedial action. An endeavor is made to give a final reply within 21 days based on the investigation report. Cases which take more than 21 days, require extensive investigations. All complaints are monitored and tracked till a reply is sent to the complainant.

(c) and (d) CAG, in its Draft Performance Audit Report on Turnaround Efforts of Air India Limited has commented on OTP and has attributed the delays in flights to planning and coordination within the control of Airline. However, CAG has not attributed it as a major reason. Generally Air India flights operate on time. However, at times the flights are delayed due to technical, operational, weather and miscellaneous reasons which are beyond the control of the airlines.

---

†Original notice of the question was received in Hindi.