

(a) whether the South West Railway Employees Congress has demanded the creation of a new railway zone for Karnataka; and

(b) if so, the reaction of the Government thereon?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MAL-LIKARJUN): (a) No, Sir. However, a representation in this regard from the South Central Railway Employees' Congress has been received.

(b) This matter is under consideration of the Government.

#### **Railway Projects in Karnataka**

2967. SHRI V. SREENIVASAPRASAD: Will the Minister of RAILWAYS be pleased to state:

(a) whether several railway projects in Karnataka are pending despite feasibility surveys conducted by the Government; and

(b) if so, the full details thereof and the details of the projects of Karnataka which are likely to be completed during the next few years?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MAL-LIKARJUN): (a) No, Sir.

(b) The following projects in Karnataka will be completed during next few years.

(i) Bangalore—Mysore gauge conversion.

(ii) Chitradurg—Rayadurg New MG line.

(iii) Part of Konkan Railway in Karnataka from Mangalore side.

#### **New Oil and Gas Policy**

2968. SHRI V. SREENIVASAPRASAD:

SHRI M.V. CHANDRASHEKARA MURTHY:

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether the Associated Chambers of Commerce and Industry has called for a new oil and gas policy in tune with internationalisation of the economy; and

(b) if so, the details thereof and the reaction of the Union Government thereto?

THE MINISTER OF PETROLEUM AND NATURAL GAS (SHRI B. SHANKARANAND): (a) and (b). Newspaper reports to this effect have come to Government's notice. The Government of India has decided to invite the Fourth Round of bids from international and Indian companies for intensifying exploration for oil and gas in sedimentary basins in India.

[*Translation*]

#### **Extension of Indore Terminal Platform**

2969. SHRIMATISUMITRAMAHAJAN: Will the Minister of RAILWAYS be pleased to state:

(a) the time by which the construction work of the proposed railway terminal in Indore is likely to be completed;

(b) whether there is any proposal to increase the length of the existing platform or to construct a new platform there; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MAL-LIKARJUN): (a) 30.9.92.

(b) and (c). Length of platform No. 1 is being increased by 72.6 metres. However, no new platform is being constructed.

#### **Security fund for Madhya Pradesh**

2970. SHRIMATISUMITRAMAHAJAN: Will the Minister of RAILWAYS be pleased to state:

(a) whether any amount is kept in the name of security fund by the Railways;

(b) if so, the whether any amount is given to the State Governments from this fund; and

(c) if so, the amount provided out of that fund to the Madhya Pradesh Government during the last three years, year-wise?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MAL-LIKARJUN): (a) No, Sir. The Railways do not have any fund in the name of "Security Fund".

(b) and (c). Do not arise.

[English]

#### **Improvement in Passenger Service of Air India/Indian Airlines**

2971. SHRIMATI SUMITRA MAHAJAN:  
SHRI BALRAJ PASSI:  
SHRI BHAGWAN SHANKAR RAWAT:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) the steps taken or proposed to be taken to improve passenger service of the Air India and the Indian Airlines both on ground and in the air;

(b) whether the Government have received any complaint about the casual treatment of ground staff to passengers of the Air India and the Indian Airlines;

(c) if so, the details of such cases from 1990 to July, 1991; and

(d) the steps taken in this regard?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) to (d). Government have instructed both Indian Airlines and Air India to review the entire gamut of the relationship with the passengers from the time a passenger proposes to buy an air ticket till the completes his journey in order to remove the difficulties and irritants faced by him. Government have also instructed them to pay foremost attention to customer satisfaction, on-time performance and better utilisation of the fleet. The need for bringing about a major attitudinal change in the employees—that the customer is always right—has also been emphasised.

2. The on-time performance the fleet utilisation of the airlines are being closely monitored. Steps have also been taken to improve the quality and variety of food served on flights. The Airport Authorities have also been instructed to improve and enhance the various facilities provided to passengers at the airports.