

Indian publishing industry. However, remedial action is taken to solve the problems of the industry, as and when necessary.

Amenities to passengers on delayed or cancelled flights

144. SHRI KALP NATH RAI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the attention of Government has been drawn to the difficulties and ordeals which passengers face when the flights for which they book tickets, are inordinately delayed or cancelled;

(b) if so, whether Government propose to provide proper amenities to passengers in such circumstances; and

(c) if so, the details of the proposed arrangements?

THE MINISTER OF ENERGY AND MINISTER OF CIVIL AVIATION (SHRI ARIF MOHAMMAD KHAN): (a) Government are aware of the difficulties of the passengers in case of delayed/cancelled flights.

(b) and (c). On the advice of the Government, several measures have been taken by Indian Airlines to provide amenities to passengers when flights are delayed/cancelled:-

- Provision of providing accurate information to passengers through the media and other means.
- Increase in the number of telephones and auto-answering machines.
- Installation of HF-SSB sets at more stations to communicate flight information between stations promptly.

— Dissemination of information through tele-text at Delhi.

— Providing more Customer Service Units.

— Provided proper meals and stay at hotels in case of delays of longer duration.

— Designating officers for supervising at different locations and providing assistance in the matter of refunds, taxi vouchers, hotel accommodation, retrieval of baggage, etc.

Survey for Amravati-Narkhed Railway Line

145. SHRI SUDAM DESHMUKH: Will the Minister of RAILWAYS be pleased to state:

(a) the expenditure incurred on the survey for Amravati-Narkhed railway line;

(b) when the survey for this line is expected to be completed and a final decision taken thereon; and

(c) the details of new surveys underway or proposed to be undertaken in Maharashtra?

THE MINISTER OF RAILWAYS (SHRI GEORGE FERNANDES): (a) and (b). Survey for Amravati-Narkhed BG railway line has been approved for Rs. 7.95 lacs and is expected to be completed in 1991-92.

(c) In Maharashtra, other survey underway is Ahmednagar-Bir-Parli BG railway line.

Railway Line Run by Central Railway on Payment of Royalty Fees

146. SHRI SUDAM DESHMUKH: Will the Minister of RAILWAYS be pleased to state: