

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1062  
ANSWERED ON:28.07.2003  
GROUND SERVICE OF AI  
B.K. PARTHASARATHI;GANTA SRINIVASA RAO

**Will the Minister of CIVIL AVIATION be pleased to state:**

be pleased to state the steps taken to improve ground services of Air India and make it more competitive vis-a-vis other foreign airlines?

**Answer**

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION ( SHRI RAJIV PRATAP RUDY )

As an ongoing exercise, Air India has provided following facilities to improve its ground services to make it competitive:- (i) Special services unit to facilitate first/executive class passengers; this facility has also been extended to economy class passengers for up to 20 per cent of the aircraft capacity on the India/UK/Europe/USA, (ii) tele check-in facility, (iii) advanced seat reservation facilities for all class passengers on Internet, (iv) kerbside check-in facility for first/executive class passengers at CSI airport, (v) Maharaja lounge facility, (vi) Interline through check-in-facility, (vii) launching of Frequent Flyer Programme, Maharaja Club, Leading Edge Club programmes, (viii) baggage of first/executive class passengers labelled with priority baggage tags and loaded in specially designated containers, (ix) First/Executive class passengers entitled to Hotel accommodation at AI cost accommodated in a higher category of specially designated hotels, and (x) call center to provide 24 hours information to passengers on a toll free number.