

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1976  
ANSWERED ON:15.12.2003  
PROFESSIONALISM IN INDIAN AIRLINES  
UMMAREDDY VENKATESWARLU

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

refer to the reply given to Unstarred Question No.948 dated 28 July, 2003 and state:

- (a) the extent to which Indian Airlines has been able to monitor the performance of Reservation and Station Manager level officers to induce them to perform credibly and with commercial aptitude;
- (b) whether there is a lot of complacency in the cities like Delhi and Mumbai;
- (c) if so, whether the Government proposes to ensure that Indian Airlines is able to offer service at par with services of other airlines by rotating the senior level officers;
- (d) if so, whether any work-study programme has been conducted for such officers; and
- (e) if not, the steps proposed to change the work-ethic in Indian Airlines?

**Answer**

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

(a): The performance of the Reservations and Station Manager level Officers is monitored and improved through:

Regular briefing and debriefing sessions.  
Annual Appraisal Reports.  
Passenger feedback  
Intervention programmes designed for the frontline officers.  
Giving them designations matching with their duties and responsibilities.

(b): No, Sir.

(c), (d) and (e): Indian Airlines constantly endeavours to bring about qualitative and quantitative improvements in its services with a view to ensuring customer satisfaction and to remain competitive in the market.

In the operational areas the officers and staff are rotated for performing duties at various points in order to perform all commercial functions effectively.