

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2024
ANSWERED ON:10.08.2006
QUALITY OF FOOD SERVED IN INDIAN AIRLINES .
Ajaya Kumar Shri S.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the quality of food served during in-flight services of Indian Airlines is very poor;
- (b) if so, the number of such complaints received during the current years; and
- (c) the action taken/being taken to improve the quality of food?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a): No, Sir.

(b): Customer Services Unit at Headquarter and all four regions have received a total of seven complaints pertaining to quality of food served on board Indian Airlines flights for the period January, 2006 to June, 2006. In addition to it, out of 2440 Feedback forms received in Customer Services Headquarter, during this period, 266 have reported adversely about the quality of food served on Indian Airlines flights.

(c): Indian Airlines has systems in place for checking the quality and quantity of the meals at regular as well as on random basis on departing and arriving flights. In addition, complaints/feedback, which specify the area of drawback are dealt with immediate effect and corrective action is taken at the caterer/staff level.