

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:381
ANSWERED ON:02.12.2004
PERFORMANCE OF IA/AI
Jogi Shri Ajit

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether deterioration is being noticed in the quality of the services and performance of the Indian Airlines/Air India as compare to private airways;
- (b) if so, the reasons therefor; and
- (c) the corrective measures taken to improve the performance of Air India/Indian Airlines?

Answer

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

(a), (b) and (c): The services and performance of Indian Airlines and Air India compares favourably with those of other Airlines. In any case, constant efforts are made to improve the services, performance and customer relations by the two airlines.