

users of airports on day to day basis. Besides, various mechanisms e.g. complaint register, feedback Kiosks, feedback Forms, Email ID, Public Grievance Officer, Call Centre, Social media network sites, etc. is being used for gathering the customer feedback including grievance/complaints. Compliance report submitted by M/s Delhi International Airport Pvt. Ltd. (DIAL) are regularly monitored by Government of India through Airports Authority of India.

Higher operating cost of air carriers

478. SHRI Y.S. CHOWDARY: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether operating expenses of the country's various airlines are much higher than that at many developed countries of the world;

(b) whether it is also a fact that airfares here are lower by between 113 per cent and 280 per cent and there is a massive gap in cost and revenue and the airlines are struggling to survive; and

(c) if so, the steps taken by Government in this regard?

THE MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH): (a) to (c) No such comparison is possible because the countries are different in terms of stage of development of economy, degree of maturity of market, entry conditions for aviation licensing, tax regimes governing aviation sector, purchasing power of respective currencies, general wage/salary levels of employees, rate of inflation and general price levels and rate of interest etc. However, the civil aviation sector in India is passing through a phase of crisis. To revive the aviation industry and ensure long term viability of the sector, the Government has taken several measures, such as:

(1) A Working Group was constituted under the Chairmanship of Secretary, Civil Aviation with Finance Secretary; Secretary, Financial Services; Secretary, M/o Petroleum & Natural Gas; DGFT and Joint Secretary, Civil Aviation to discuss the factors causing stress in civil aviation and to suggest solutions to the same. Based on its recommendations following steps have been taken by Government.

(i) The issue of rationalization of VAT on ATF, has been taken up with the State Govts.

(ii) Director General of Foreign Trade has allowed direct import of ATF by airlines on actual user basis.

(iii) The Ministry has undertaken a study of ATF pricing and fiscal structure through experts. The report has been submitted to Ministry of Civil Aviation.

(2) ECB upto \$ USD 1 billion has been permitted for the airlines to meet their working capital requirement.

Airport at Nalanda in Bihar

479. SHRI SABIR ALI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that an airport at Nalanda in Bihar is likely to be set-up;

(b) if so, by when the Airport will start operation; and

(c) what will be the estimated cost involved?

THE MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH): (a) No such proposal has been received in this Ministry.

(b) and (c) Does not arise.

Non-compliance of CAR by flying institutes in the country

480. SHRI SHYAMAL CHAKRABORTY: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that a majority of the flying institutes in the country have been unable to submit their Civil Aviation Requirement (CAR) compliance report;

(b) if so, the main reasons for such non-compliance; and

(c) whether it is a fact that the inadequate level of training of these flight personnels is impairing the safety of air passengers?

THE MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH): (a) No, Sir.

(b) Does not arise.

(c) No, Sir. The training is monitored by conducting regular inspection and action is taken in case of violation of any rule.