

**SENATE OF PAKISTAN
HOUSE OF THE FEDERATION**



REPORT NO.4

REPORT OF THE STANDING COMMITTEE ON AVIATION

**ON THE POINT OF PUBLIC IMPORTANCE MOVED BY SENATOR NIGHTAT
MIRZA REGARDING "CHANGE OF SOFTWARE IN PIA LEADING TO
PROBLEMS IN BOOKINGS, REFERRED BY THE HOUSE ON 18.09.2018**

PRESENTED BY

**SENATOR MUSHAHIDULLAH KHAN
CHAIRMAN COMMITTEE**

SENATE SECRETARIAT

Subject: **REPORT OF THE STANDING COMMITTEE ON AVIATION.**

I, Senator Mushahidullah Khan, Chairman Senate Standing Committee on Aviation have the honour to present the report of the Committee on the Point of Public Importance moved by Senator Nighat Mirza regarding "change of software in PIA leading to problems in bookings" referred by the House in its sitting held on 18th September, 2018.

2. The composition of the Standing Committee is as follows:-

1. Senator Mushahidullah Khan	Chairman
2. Senator Sherry Rehman	Member
3. Senator Fida Muhammad	Member
4. Senator Dr. Muhammad Farogh Naseem	Member
5. Senator Hasil Khan Bizenjo	Member
6. Senator Syed Muzafar Hussain Shah	Member
7. Senator Chaudhary Tanvir Khan	Member
8. Senator Shaheen Khalid Butt	Member
9. Senator Haji Momin Khan Afridi	Member
10. Senator Maula Bakhsh Chandio	Member
11. Senator Nauman Wazir Khattak	Member
12. Senator Saadia Abbasi	Member
13. Senator Samina Saeed	Member
14. Minister for Aviation	Ex-Officio Member

3. The Standing Committee on Aviation considered the matter in its meeting held on 17.10.2018 and following members of the Committee attended the meeting:-

1. Senator Mushahidullah Khan	Chairman
2. Senator Hasil Khan Bizenjo	Member
3. Senator Sherry Rehman	Member
4. Senator Nauman Wazir Khattak	Member
5. Senator Samina Saeed	Member
6. Senator Fida Muhammad	Member
7. Senator Saadia Abbasi	Member
8. <u>Senator Haji Momin Khan Afridi</u>	Member
9. Senator Nighat Mirza	Mover

4. The PIA officers while briefing the Committee, informed that PIA has on 12th September, 2018 shifted its operations from SABRE to Passenger Service System (PSS). The new system will not only help the airline to upgrade its technology to meet global benchmarks, but also to streamline its operations, augment its service offerings, reduce costs by at least half, besides it will also create opportunities for new revenue streams alongwith improvement in PIA passenger experience.

5. He further informed that due to the lack of expertise, the PIA concerned staff could not handle and operate new system properly and some issues surfaced which caused inconvenience to the passengers as well as hon'ble parliamentarians. However, almost all the problems have now been rectified and the PIA concerned staff have also been given proper training and now the system is properly controlled, functioning smoothly and operational efficiency is improving day by day.

6. After the detailed briefing and presentation, the hon'ble Senator Mushahidullah Khan, Chairman Standing Committee ^{emphasize} upon the PIA to take immediate measures to rectify all the problems being faced by the passengers travelling with PIA as well as parliamentarians in ticketing issues due to the switching of system. He further advised the Secretary Aviation to furnish progress report in the next meeting.

Recommendations:-

The Committee after the detailed briefing, advised the Secretary Aviation and PIA high officials to take immediate measures to resolve all issues which have been created/surfaced due to the switching of networking from one system to another in PIA and that resulted the inconvenience to the public and problems being faced by not only the passengers but parliamentarians in their booking and ticketing issues also. The matter was disposed-off after taking consent of the Mover Senator Nighat Mirza.


(HAFEEZULLAH SHEIKH)
AS/Secretary Committee


(SENATOR MUSHAHIDULLAH KHAN)
Chairman Standing Committee on Aviation