Minister Reviews Performance

Mr. C.M. Ibrahim, Union Minister for Civil Aviation, reviewed Air-India’s performance with Departmental Heads during his visit to AI headquarters on January 4, 1997.

Mr. C.M. Ibrahim, Union Minister for Civil Aviation (left), and Mr. Brjesh Kumar, Managing Director, Air-India, during the meeting with the departmental heads.

Mr. Brjesh Kumar, Managing Director, welcomed the Hon’ble Minister, spoke about what’s been done and what’s being done to revitalise the Air-India product, both in the air and on the ground, with a view to enhancing its market standing.

He highlighted the steps taken in recent months to increase efficiency and staff morale. Signing of productivity linked agreements with many of the unions, has helped usher in an era of industrial peace. On-time performance, which had been a major factor for passengers turning away from Air-India in the past, had been improved to international level, he said. The Air-India product was now not only reliable in terms of schedule integrity but also an improved one which is reflected by higher seat factor achieved by the airline, Mr Kumar added.

Mr. Ibrahim reviewed aircraft availability, fleet utilisation, industrial relations, etc. He also discussed the arrangements being made for Haj pilgrims. He assured all assistance in expediting decisions on issues pending with various Central Government Ministries.

Mr. Ibrahim later met the office bearers of the recognised unions. He expressed how much the improved performance of the airline and stressed the need to further improve inflight service and the ticketing system. He sought the cooperation of the union leaders and exhorted them to help him to steer the national carrier to new heights. The union leaders assured the Minister of their full support.

On-Time Performance Continues to Improve

Air-India’s systemwide on-time performance has registered consistent rise since April 1996. The performance during the preceding three quarters is shown in the table below:

<table>
<thead>
<tr>
<th>Number of Departures</th>
<th>% Flights On-time</th>
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<tr>
<td>within 15 minutes</td>
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<td>of scheduled time</td>
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<td>APR/JUN ’96</td>
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<td>JUL/SEP ’96</td>
<td>5718</td>
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<td>OCT/DEC ’96</td>
<td>5672</td>
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The on-time performance ex-Mumbai has been around 90 per cent as is indicated in the table below:

<table>
<thead>
<tr>
<th>Number of Departures</th>
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<td>OCT/DEC ’96</td>
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New Flier in On-Time Performance

Air-India has achieved an all time high systemwide on-time performance in February 1997 by operating 75 per cent flights on schedule and 90 per cent of the scheduled departure time.

On a relaxed scale of 30 minutes beyond scheduled departure time, 86 per cent flights left on time.

Air-India to Market its Engineering Facilities

Engineering Department will henceforth under take third party jobs to optimise utilisation of its capacity. A Marketing Cell, comprising of executives from different areas such as Maintenance, Overhaul Shops and Planning, has been constituted to explore the possibilities of taking up maintenance, overhaul and repair services of aircraft, engines and accessories from domestic as well as international airlines at Air-India’s facilities in Mumbai and elsewhere.

Air-India has the maintenance infrastructure and capabilities to undertake the maintenance of Boeing 747-200/300/400 and Airbus A310-300 aircraft. Line certification of these aircraft and minor maintenance checks of A300 aircraft are also undertaken by Air-India. It also has facilities for overhauling J78JT/DJDC6/50/CF6-80C2 and PW4056 engines, as well as various types of auxiliary power units.

Air-India also has its own facility for repairs and overhaul of hydraulic, pneumatic, electrical and avionics components of these aircraft. Structural repairs and landing gear overhaul are also undertaken in-house.

In recognition of its international standards, Air-India’s facilities are approved by the D.G.C.A., the Indian aviation regulating authority and its engineering base in Mumbai also has some approvals from the Federal Aviation Administration of USA.

Besides, Air-India’s engineers are experienced and technically competent. The surplus capacity for undertaking third party jobs has become available as an outcome of the productivity linked agreement signed last year with the engineers. This would help make engineering facilities into a profit centre.

Frequent Flyer Programme to be Introduced in the Gulf

Mr. Brjesh Kumar, Managing Director, addressing a press conference in Dubai on February 20, 1997 to announce the launch of the frequent flyer programme in the Gulf.

"Flying Returns", the joint frequent flyer programme of Air-India and Indian Airlines, is being introduced in the Gulf Region effective April 1, 1997.

The programme, introduced in India in June 1994, has over 45,000 members in India. The introduction of this scheme simultaneously in the UAE, Qatar, Oman, Kuwait, Bahrain and the Kingdom of Saudi Arabia, will enable Air-India to tap a larger segment of this vibrant market and enhance its market share in the region.

Those wishing to join the programme would be required to complete an enrolment form. There will be a one time entry-fee of US$ 30. The entry fee will, however, be waived for those who have undertaken a round trip international journey on Air-India or Indian Airlines on or after February 20, 1997.

The unique features that will make "Flying Returns" the most attractive programme for the frequent travelers are:

- Family Membership Scheme enabling pooling of mileage points for member, spouse and two children between 12 and 21 years of age. This will enhance mileage accrual and help members to earn their rewards faster. Member’s spouse and two children can enrol at a special membership fee of US$ 15/- per member. Alternatively, complimentary membership for the family will also be offered provided the concerned member produces boarding passes for family members’ round trip international journeys.

(Continued on Pg. 3)
Bouquets …

"I have always been a reluctant traveller by Air-India all these years, but this time around I experienced a totally changed attitude — of course, a pleasant one. One of the prime reasons for my change of heart, is the excellent service provided by your staff at Heathrow, especially, Ms Mala. The delay of over 9 hours was a little more bearable because we were looked after by her so well in the Maharaja Lounge. Air-India should be proud of such persons working with the organisation. This view was shared by all 70-80 persons occupying the lounge.

"I would also like to mention that the service on-board was also excellent. This pleasant experience has converted me into an Air-India traveller in the future." — G.P. Goenka

Chairman
Duncans Industries Ltd.
Calcutta

"My wife and I were passengers of the A-1 flight from Tel Aviv to Mumbai on 18th November which made an emergency landing in Dijbouti due to technical problems. I would like to take this opportunity to place on record my commendation to Captains (S.K.) Sen and his very able crew for their performance during the entire incident and afterwards. The captain's presence of mind saved the day." — T.S. Tirumurti

Actg. Representative of India to Palestinian National Authority

"I travelled (Delhi-Rome) in Executive Class. The service was outstanding and extremely courteous, highly responsive and truly hospitable."

— Babu Jacob
Jt. Secretary, Ministry of Agriculture, New Delhi

"In the last 33 years of travel, I wish to state that OUR A-I crew of flight AI-101 of November 9, 1990 from Mumbai-New York had been the most courteous and professional ...they are capable of creating the world's best airline. I shall live to see that day when A-I (crew) shall be acclaimed 'The most human and Royal Crew of the world.'

— P. Sasakami Babu
Executive Director
Bharat Heavy Electricals Ltd.
Hyderabad

"...I travelled on AI-142 from Delhi to Mumbai then on AI-767 from Mumbai to Abu Dhabi and on AI-766 from Muscat to Delhi via Mumbai all in first class.

...there is a marked improvement in the services of the Airline since I travelled which was a year ago. If things carry on the same way I am sure Air-India has a bright future. A special mention for your staff in Delhi who are ever ready to help and accommodate." — Navin Suri
Editor, Daily Milap Pvt. Ltd.

"The most impressive is the on-time service that Air-India flights are achieving this (financial) year. My wife and I travelled to India nearly eight times a year. We also fly to London at least three times a year as we have an office in Hounslow MDX near the airport.

...the punctuality of the flights, service, food etc. were excellent! I am convinced that Air-India has really made a comeback!"

— P.S. Krishna Moorthy
A frequent traveller between Oman and India

"Havimg had rather disappointing experiences while travelling on Air-India in the past, I was most pleasantly surprised at the punctuality and high standard of inflight service when, on December 11, I travelled (J Class) (from Dharan) to Mumbai along with my family on AI-814. I wish to convey my congratulations on excellent service at the marked and satisfactory improvement in the standard of service and do hope this improvement will continue to be maintained." — Deepak Mathur
Dhahran

...and Brickbats

"Air hostess (of flight AI-102, October 21, 1996, New York- Mumbai) informs us that our names are not in manifest for VEG... We had informed our travel agent Balmer & Lawrie dailym after booking 'VEG'. We will check on return...

"The VEG/NON-VEG position was first noted at meal at JKF. Can't the staff take corrective action for subsequent servings?"

— Mutum Sethuraman
Bangalore

"The restrooms on board (flight AI-148, Frankfurt- Mumbai) were absolutely filthy. They must be cleaned more frequently.

— Dr Kalyani Samudra
Los Angeles

"...my wife and I were travelling to Tokyo (from Delhi) and onward to San Francisco in Business Class. We had been given separate seats. The lady at the check-in counter, though very courteous, tried in vain for about half-an-hour to get us seats together. But even though the aircraft was empty she was unable to do so, solely because she did not know how to..."

— Punna Sawhney
U.S.A.

"...my family and I reported to the Air-India terminal at JFK... The person behind the counter told the thet I had no reservation to go from Mumbai to Trivandrum... The cashier advised me that flight No.692 from Mumbai to Trivandrum (on which we were booked) at 5.30 a.m. was discontinued. For some reason, Airports never added my name to the next .... flight to Trivandrum... Unfortunately, Airline officials (at Mumbai) were unable to provide me four seats on this flight. Finally, one travel agent agreed to offer four seats to my wife by another carrier (next day) (...)."

— Kuzhikkavil G. Thomas
New York

"We travelled from London to Hong Kong and stopped in Delhi, on the return journey... All the four flights that we undertook were delayed from an hour to two hours... The delays to our flights meant that I missed one of my meetings at work in London. The people who were receiving us at the various airports were also inconvenienced."

— Ms Sumita Sinha
London

"Having arrived in good time (for flight AI-102 from New York to London) I was made to wait outside the airport room entrance for nearly three hours in which only could be described as a dangerous crush of people... This was as a result of the security people only allowing people one by one into the entrance. As a result I was badly crushed and I found that my camera (worth £ 100) had been broken in the crush..."

— Robert Collinge
Chichester, U.K.

Goodbye and Good Luck

Mr Frank G. Rottiers, Airport Manager, Frankfurt, retired on December 31, 1996 after over 40 years service.

Mr Rottiers joined Air-India International (as Air-India was then known) as a Receptionist at the Dusseldorf City Office in June 1956. He became Airport Superintendent and later Assistant Airport Manager, Dusseldorf. In 1960 Air-India moved its operations from Dusseldorf to Frankfurt. For a period of six months he looked after both stations. Mr Rottiers was responsible for building up Air-India's services at Frankfurt Airport. In 1977, he was appointed as Marketing Manager for Germany. Three years later, he took over as Airport Manager, Frankfurt once again.

GOODBYE TOGETHER WORKS

Even for our body to function physically well, it is very important that its parts work in perfect coordination. If any of the parts suffers a damage or becomes inactive, it has a significant effect on the whole body. This is the simplest way to explain the concept of "Working Together Works". Even in a machine, it is the various components of the mechanism that work together to make it run. The same is true for work situations where everybody must work together.

And, once you are working together, why not do it with a smile? Try asking for a favour from a colleague and see if he is friendly with all face all lit up. There is a remote possibility that he will refuse. A smile is like a drop of oil that makes the complex machine mechanism work without friction. Spread a smile around and your workplace becomes a better place.
New Facilities for Passengers

Roller Massagers for First and Executive Class Passengers

Roller massagers are now being provided on board Air-India flights for the comfort of our First and Executive Class passengers. Two versions of the massager are available with the cabin crew of each flight – the hand held massager that relieves aches, pains and cramped muscles in the back, neck, shoulder and calf muscles, and the foot massager that provides relief from stress and tension.

During a long flight, as passengers are confined to their seats most of the time their muscles get stiff and cramped due to lack of exercise. With the use of the roller massager, this stimulates various acupuncture points with its on-and-off motion, helps to relax and rejuvenate and arrive fresh at their destination.

Visit India Fare Introduced for Travel on Domestic Sectors

Mr. S.V.N. Ranga Rao, Deputy Managing Director, re-launched this fare on February 10, 1997 after over 34 years of service. He had been given further orders until attaining the age of 58 in September 1996.

Mr. Ranga Rao joined Air-India in November 1962. Prior to his appointment as Deputy Managing Director in November 1995, he held various assignments in the Commercial Department, including that of Regional Manager - Middle East and RO- Europe.

Air-India to be on the Internet Soon

The internet, a global communication network of computers in 90 countries, is the latest medium of communication which is radically changing the way we live and the way we work because of the sheer magnitude and depth of the information available.

This distribution medium, which unlike the television, newspapers and magazines, is highly interactive, makes possible rapid transmission of information anytime and anywhere in the world. It, therefore, offers a unique marketing opportunity for companies to market their services all over the world.

Realising the advantage of the Internet, Air-India has decided to set up its own World Wide Web site, a platform which helps users to access the required data through a special software called the browser, so as to reach out to all its publics - in India and abroad - and enhance their interaction with the airline. A Committee has been set up by Mr. Brijesh Kumar, Managing Director, for the purpose.

Service & Business Development, comprises of Capt. Neivil Darukhanawala (Operations), Mr. N. Chelikarurk (Department of Information Technology), Mr. U.K. Gupta (Department of Information Technology who is in deputation to Infotel Service Department) and Mr. F. Vijayraghavam (Infotel Service Department).

The team formally met representatives of various government departments on February 14, 1997 to collate information on different aspects of Air-India for putting on the system. In the first phase, Air-India profile, schedules, office addresses, information on destinations, passenger-related information such as duty-free items available for sale on board, the Frequent Flyer Programme, package deals offered by the Company from fixed to time, information on cargo, etc. will be featured on the Internet.

The information will be updated from time to time as and when required. In the second phase, a suitable customer interactive arrangement will be developed to answer queries, mail and provide data-based information.

All Eight A310s Fly for First Time

The Engineering Department achieved a unique feat by making available, for the first time, all eight A310 aircraft in Air-India's fleet for flying operations effective February 15, 1997. The improvement in availability was the direct outcome of the Productivity Linked Agreement signed with Engineers last year which has helped reduce the time taken for Periodic Checks and improved availability of spaces through meticulous planning and better management of inventory and procurement.

To provide for various periodic checks, normally 75-80 per cent aircraft in the fleet are scheduled for commercial operations so that aircraft can be attended to for maintenance by rotation without affecting the scheduled flights.

Air-India will fly either AI or IA for journey undertaken on or after February 20, 1997.

Members will be able to earn mileage points when flying on domestic and international sectors of both airlines.

Mileage will accrue irrespective of the class of travel. Executive Class travel will earn 150 per cent and First Class 250 per cent of the Economy Class mileage points respectively.

An introductory bonus mileage offer, valid between April 1 and September 30, 1997, has been designed exclusively for First and Executive Class passengers in the Gulf.

Members will be able to accrue additional mileage points by utilizing the services of Herit Rent-A-Car and the Welcomgroup chain of luxury hotels in India. Several other attractive alliances are also on the anvil. These will enhance member benefits and enable them to accrue mileage points faster.

Frequent Flyer Programme to be Introduced in the Gulf

(Continued from Pg. 1)
Pongal Celebrated on Board A-1 Flights from Chennai to Gulf/Singapore

Passengers travelling on our flights from Chennai to the Gulf and Singapore between January 14-16, 1997 got the opportunity to savour on board, delicacies traditionally prepared during Pongal, the harvest festival of Tamil Nadu. The menu included Thair Vadai, Sundal, Venn Pongal, Brinjal Gotsu, Idiyappam, Papadam and Sakkara Pongal.

Special menu cards (see picture) were distributed amongst the passengers on the occasion and greeting cards were placed on each meal tray.

Indian Food Festival in Brussels

Air-India sponsored a two-week long Indian Food Festival arranged by Sheraton Hotel, Brussels recently. Mr T.R. Hoejse, Manager - Belgium & Luxembourg, hosted a dinner one evening during the Festival. Amongst the distinguished guests were Mr C.Dlgupta, Indian Ambassador to Belgium, Luxembourg and the European Union, top tour operators and mediapersons.

The highlight of the evening was a unique lucky dip. A small diamond was placed in every invitee's champagne glass. Only one, however, was real. A diamond expert went around and inspected each diamond. Ms A. Kohli, wife of the Dy. Chief of the Indian Embassy in Brussels, was the lucky winner of the real diamond.

Air-India flew the Padshahnama, the magnificent manuscript which chronicles the first 10 years of the reign of Shah Jahan who ruled over the Moghul empire between 1628 and 1636, from London, for display at the National Museum, New Delhi from January 28 to February 28, 1997. The exhibition was jointly organised by the Department of Culture, Government of India, the National Museum and The British Council.

The Royal Collection, U.K. consists of a vast assemblage of art and is housed in the royal residences. The Royal Library was set up at Windsor in the 1850s by William IV. The jewel amongst the oriental manuscripts is undoubtedly the Padshahnama. The Padshahnama was lent by her Majesty Queen Elizabeth II on the occasion of the 50th anniversary of the independence of India.

The Padshahnama is a unique pictorial and historical testament to one of the greatest eras of cultural achievement in the history of India. Although a number of dispersed illustrations from the Padshahnama exist in various collections, no other contemporary complete copy of the manuscript is known to have survived. Just as the Taj Mahal epitomises the architectural achievement of Shah Jahan's epoch, it is the paintings of this book that provide us with the single most eloquent testimony of the splendour of a secular life at court during his reign.

This particular manuscript was presented to George III in 1797 through Lord Teignmouth, Governor-General of India, by the ruling Nawab of Lucknow. Until recently the volume remained wrapped in the Lucknow silk cloth in which it was presented. The volume was bound, so that no more than one opening could be displayed at any one time. A conservation programme necessitated unbinding the volume, and it was felt that this would be an ideal opportunity to exhibit all the illustrated pages together for certainly the first and probably the only time in its history. For following this exhibition in India and other subsequent exhibitions in London and the United States of America, the volume will be rebound.

Air-India, which has been a pioneer in promoting Indian art and culture, has also produced an exclusive folio of reproductions from the Padshahnama.

642 Japanese Tourists Travel by A-1 in One Day

Japanese passengers checking-in at IGI Airport, Delhi.

The New Year seems to have begun on a promising note. For the first time in Air-India's history, on January 5, 1997, two Jumbos with full load of 642 tourists, arrived at Narita Airport, Tokyo, on a single day. The passengers who had gone to India on Air-India flights during the latter half of December 1996, flew back from Delhi on the scheduled flight AI-308 on January 4, and an additional flight AI-3088 operated after a gap of 30 minutes. Mr Y. Odaia, The Agent, and Ms M. Mochizuki, Public Relations Agent, were specially sent from Japan to Delhi Airport to coordinate the travel arrangements of the Japanese passengers.

Parliamentary Committee Visits A-1, Cochin

The Second Sub-Committee of the Committee of Parliament on Official Language headed by Ms Veena Verma, Convenor and Member of Parliament, visited Air-India's office at Cochin. She was accompanied by Dr. A.K. Patel, Mr Jay Prakash and Mr Harivansh Sahay, all Members of Parliament. Mr Raghunath Sahay, Director Rajajesh, Ministry of Civil Aviation, was also present on the occasion.

Air-India was represented at the meeting by Mr V. Radhakrishnan, District Sales Manager, Cochin, and Mr N.S. Rajan, Director-Human Resources Development. Mr Dileep Row, Dy, Regional Director-India, Ms P. Bhatnagar, Asst. General Manager, Mr R.P. Sharma, Sr. Manager and Ms Kamal Bhojwani, Asst. Manager Rajajesh, Mumbai.

Ms Verma spoke about the functions of the Committee of Parliament on Official Language. Mr Radhakrishnan informed the Committee about the efforts made by Air-India to successfully implement Hindi at Cochin. The Committee, while appreciating the progress of Hindi at Cochin, offered suggestions for enhancing the use of Hindi and requested Air-India to continue using the national language to the maximum extent possible.

A-1 Flies the Padshahnama to Delhi

(L to R) Dr A.K. Patel, M.P., Ms Veena Verma, Convenor of the Sub-Committee of Parliament on Official Language and M.P., Mr Harivansh Sahay, M.P. and Mr Jay Prakash, M.P.

Jahangir receives Prince Khurram at Ajmer after his successful Mewar Campaign. (Reproduced from Air-India's folio).

Dy. MD Meets Air-Indians at Trivandrum Airport

Mr M.P. Mascarenhas, Deputy Managing Director, is seen addressing the Airport staff during his recent visit to Trivandrum. He particularly mentioned the contribution made by the Kerala Region to Air-India's revenue thanks to the large number of Kerala's that patronise our flights, especially between the Gulf and Kerala. Also in the picture are Mr G.S. Ahuja, Regional Director-India; Mr L.L. Shetty, Commercial Manager-Andhra Pradesh & Karnataka; and Mr G.B. Regia, Customer Relations Manager, Trivandrum.
Security Personnel Help Fight Fire in Express Towers

Top four floors of the Express Towers, the imposing skyscraper adjoining the Air-India Building, was on January 29, 1997 engulfed in fire.

At around 0815 hours, as soon as the fire was noticed on the 21st floor of Express Towers, our vigilant Security staff initiated action by contacting the nearby Cutts Parade Fire Station over the telephone. Even before the fire fighting staff of the Mumbai Fire Station could arrive on the scene, using Air-India's own fire-fighting equipment, they tried to extinguish the flames from the 18th to the 22nd floors of the Air-India Building. The fire fighting staff of the Mumbai Fire Brigade later joined Air-India's Security personnel in combating the blaze.

Simultaneously, they poured water on Air-India Building with a view to cooling it and thus keep it safe from the flames. By the time the fire was brought under control around 1130 hours, the 21st and part of the 22nd floors were gutted. The disaster could have affected Air-India Building too, but for the timely preventive action taken by our Security personnel.

The very next morning, in a letter addressed to Mr. Jitendar Bhardwaj, our General Manager - Public Relations, a grateful Mr Vivek Goenka, Chairman and Managing Editor, Indian Express Newspapers, expressed his 'sincere gratitude for the unflinching and selfless help and succour provided by Air-Indians. 'Your aid was not only a demonstration of good neighbourliness but also an act of humanity for which I cannot adequately express my appreciation,' he wrote.

DIT Personnel Restore Communications

International airline communications came to a virtual halt on January 29, 1997 because of a fire which engulfed the top floors of Express Towers, Nariman Point, Mumbai.

Power in the office of Société Internationale de Télécommunications Aéronautiques (SITA) Network Centre located on the 24th floor of the building had to be switched off as a precautionary measure. Since Air-India's Computer Centre is connected to all the foreign stations and other agencies such as CCRS, IATA, etc. through the SITA Network, connections to Air-India's host computer at Mumbai were severed. As a result, our terminals stopped functioning, reservations could not be effected, passenger name lists of Air-India, as well as other airlines handled by the national carrier at Mumbai could not be downloaded on Air-India's departures control system so that telex messages could also not reach our offices in Mumbai on the day of the fire.

Realising the gravity of the situation and its impact on the functioning of the airline, officers of the Department of Information Technology sprang into action to restore services with the least possible delay. They established immediate contact with SITA Centres in Delhi and Singapore for mapping Air-India's network and routing Air-India messages to configure SITA Hong Kong Centre, so that:

• setting up six telephone connections for direct dial-up to SITA Centre at Hong Kong to Air-India's Computer Centre.

Our Engineers worked all through the day to set up the necessary cable pairs and modem connections. By 1730 hours the same evening, though the response time was higher, communications were restored.

Kudos to our engineers for their outstanding efforts!

In the Offing

Computer Based Training to be Introduced for Engineers/Technicians

Computer based training (CBT) will have the most effective mode of training, will soon be introduced in Air-India.

CBT will make its debut with training of engineers/technicians for maintenance of our aircraft. While CBT will be initially provided for the Boeing 747-400s, it will gradually be extended to cover other aircraft in our fleet.

Studies reveal that, as compared to 'chalk and talk' and other conventional training techniques, CBT considerably improves the quality of training and increases productivity as a result of reduction in training downtime.

Training imparted will also be easy to understand as CBT allows use of visuals and animation. CBT will be particularly useful for components which are otherwise difficult to explain without practical demonstration thus obviating the need for engineers/technicians to be taken to the aircraft.

A certain degree of standardisation will be introduced in the course since change in instructors will not affect the training programme. Another advantage of CBT is that the scanning/desk top printing capabilities of the system can be used to improve the quality and speed up the process of preparing/updating training manuals.

In Transit

The Indian Cricket Team recently travelled on Air-India from Mumbai to Johannesburg for the Test series. Mr Anil Arora, Acting Consul General of India in Durban, and Mr P.K. Gupta, Manager-Natal, are seen chatting with Sachin Tendulkar, Captain of the team, during transit at Durban International Airport.

Under-19 Cricket Team Seen Off

A brief farewell to the Under-19 cricket team from Air-India at the Durban International airport for their away matches against the South African Under-19 teams.

Albertron Cricket Club of Johannesburg sent their Under-19 cricket team on a month's visit to India where they played matches against school teams in Delhi and Calcutta. Mr Saurav Chatterjee, a cricketer of repute from Calcutta, was coaching the young cricketers since 1993, accompanied the team. The youngsters are seen with Mr S.R. Tayal, Indian Consul General (extreme left), Capt. S.K. Sehgal, Regional Director-Africa (third from right) and Mr S.N. Bhavsar, Manager-Transvaal (centre), prior to their departure by an Air-India flight from Johannesburg.

Fam Tour of Gujarat

A familiarisation tour of Gujarat on the luxurious Royal Orient was organised by Air-India, Durban, for South Africa based travel agents in collaboration with the Gujarat Tourism Corporation. Mr P.K. Gupta, Manager-Natal, is seen here with the group during their visit.

Outstanding Activities

Ten top travel agents in South Africa were recipients of awards for their support to Air-India during 1996-97. They are: Mr V.D.G. Nair, East West Travel; Mr Cassim Suleiman, Royal Travel; Mr Prem Naidoo, DFC Travel; Mr S.M. Naidoo, M.K. Bobby Naidoo Travel; Mr E. Bobat, Flywell Travel; Mr E. Kajee, Worldwide Travel; Mr B. Bhagwandas, Skylink Travel; Mr S. Ramkessar, Traveller; Mr Mohamed Paruk, Nova Travel; and Mr Nqobhele Vadacha, Avoca Travel.

The winners of the essay competition with Ms Ela Gandhi, granddaughter of Mahatma Gandhi; Mr Gopal Gandhi, High Commissioner of India in South Africa; Ms Latha Reddy, Consul General of India, Durban; Dr M. Balakota, Vice Chancellor, University of Durban-Westville; and Mr P.K. Gupta, Manager-Natal, Durban.

Essay Competition

Ms Cassandra Reddy and Mr Kuben Govender, winners of an essay competition held to coincide with the third anniversary of the commencement of our operations to South Africa, were presented two tickets to India by Air-India and seven-day hospitality by the Government of India. The competition, open to students of various schools, was held at the University of Durban Westville in conjunction with the Gandhi Luthuli Peace Institute. The participants were asked to write about the role of Mahatma Gandhi and Mr John Albert Mavumbi Luthuli, both of whom were ambassadors of peace.

NEWS FROM SOUTH AFRICA

The top agents photographed with the Mayor, Ms Therasia Mthethwa, Consul for South Central Local Council of Durban, Mr P.K. Gupta, Manager-Natal and Mr R.K. Choudhary, Account Manager, Durban.
Sayonara

Mr. Jay Prakash, Loading Supervisor (HD), Airport Services, Delhi. Ser: 36 yrs 6 mths.

Mr. K. V. Tambat, Head Cleaner, Line Maintenance Divn., Engineering, Mumbai. Ser: 37 yrs 9 mths.

Mr. A. K. Goswami, Manager Catering/Cabin Services, Jet Air Service, Mumbai. Ser: 36 yrs 8 mths.

Mr. S. N. Gupta, Operations Manager, Operations, Mumbai. Ser: 21 yrs 5 mths.

Mr. K. George Raphael, Traffic Supervisor, Commercial, Calcutta. Ser: 18 yrs 10 mths.

Mr. V. V. Sirop, Sr. Apron Supervisor, Airport Services, Delhi. Ser: 17 yrs.

Mr. D. N. Pimplekara, Aircraft Engineer, Line Maintenance Divn., Engineering, Mumbai. Ser: 35 yrs 7 mths.

Mr. P. B. Shankar, Dy Manager - Networking, Operations, Dept. of Information Technology, Bangalore. Ser: 35 yrs 6 mths.


Mr. D. R. Kandad, Head Cleaner, Airport Services, Delhi. Ser: 34 yrs 6 mths.


Mr. A. W. Khot, Sr. Operator, Airport Services, Mumbai. Ser: 30 yrs 8 mths.

Mr. V. B. Pawar, Sr. Operator, Airport Services, Mumbai. Ser: 30 yrs 8 mths.

Mr. K. C. Kumar, Sr. Foreman, Airport Services, Delhi. Ser: 29 yrs 8 mths.

Mr. V. S. Deshmukh, Sr. Foreman, Line Maintenance Divn., Engineering, Mumbai. Ser: 28 yrs 10 mths.

Mr. S. B. Patil, Dy Superintendent, Airport Services, Mumbai. Ser: 28 yrs 4 mths.

Mr. K. G. Rawool, Sr. Loading Supervisor, Airport Services, Mumbai. Ser: 28 yrs 4 mths.

Mr. K. V. Krishna, Head Cleaner, Line Maintenance Divn., Engineering, Mumbai. Ser: 26 yrs 11 mths.

Mr. V. K. Shenoy, Sr. Apron Supervisor, Airport Services, Delhi. Ser: 25 yrs 8 mths.

Mr. M. N. Pawar, Dy Manager, Engineering, Mumbai. Ser: 25 yrs 8 mths.

Mr. N. S. Parmar, Co-pilot, Operations, Mumbai. Ser: 28 yrs 4 mths.

Mr. M. N. Singh, Sr. Manager, Airport Services, Mumbai. Ser: 25 yrs 8 mths.

Mr. B. V. Deshmukh, Sr. Foreman, Line Maintenance Divn., Engineering, Mumbai. Ser: 28 yrs 10 mths.

Mr. G. A. Deshmukh, Sr. Manager, Airport Services, Mumbai. Ser: 28 yrs 10 mths.

Mr. M. V. Shenoy, Sr. Apron Supervisor, Airport Services, Delhi. Ser: 17 yrs.

Mr. D. R. Kandad, Head Cleaner, Airport Services, Delhi. Ser: 34 yrs 8 mths.

Mr. R. B. Shinde, Sr. Manager, Line Maintenance Divn., Engineering, Mumbai. Ser: 33 yrs 6 mths.

Mr. K. V. Shah, Dy Manager, Network Operations, Dept. of Information Technology, Bangalore. Ser: 35 yrs 6 mths.


Mr. D. R. Kandad, Head Cleaner, Airport Services, Delhi. Ser: 34 yrs 6 mths.

Mr. J. S. Randhir, Sr. Loading Supervisor, Airport Services, Mumbai. Ser: 31 yrs 2 mths.

Mr. M. N. Singh, Sr. Manager, Airport Services, Mumbai. Ser: 25 yrs 8 mths.

Mr. G. A. Deshmukh, Sr. Manager, Airport Services, Mumbai. Ser: 28 yrs 10 mths.

Mr. M. V. Shenoy, Sr. Apron Supervisor, Airport Services, Delhi. Ser: 17 yrs.

Mr. R. B. Shinde, Sr. Manager, Line Maintenance Divn., Engineering, Mumbai. Ser: 33 yrs 6 mths.


Mr. D. R. Kandad, Head Cleaner, Airport Services, Delhi. Ser: 34 yrs 6 mths.

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Mr. G. A. Deshmukh, Sr. Manager, Airport Services, Mumbai. Ser: 28 yrs 10 mths.

Mr. M. V. Shenoy, Sr. Apron Supervisor, Airport Services, Delhi. Ser: 17 yrs.

On the Move

The following officers of the Commercial Department, on transfer, have taken up new assignments:

**NAME**                      **FROM**                              **TO**

**DECEMBER 1996**

Mr. B. D. Suneja  Asst. Duty Manager,  Sales-cum-Airport  Manager,  Mumbai.  Manager,  Durban.

Ms. V. Balasubramanian  Instructor, Staff  College, Mumbai.  Manager, Western  India, Mumbai.

Mr. S. Tomar  Asst. Manager,  Marketing, Mumbai.  Asst. Manager,  Director-Delhi Region's Office, Delhi.

**JANUARY 1997**


Achievers

Mr. Anil deSouza, Traffic Assistant, Sahar Airport, Mumbai, found a pouch containing Rs. 10,000/- in cash and a demand draft of Rs. 9,970/- which belonged to a passenger. He handed over the pouch to Mr. C. K. Kamble, Duty Manager, who went through its contents in the presence of Mr. A. K. Pande, Sr. Security Assistant, and in turn returned it to its rightful owner.

On behalf of the Management, Mr. A. V. Divya, Manager-Mumbai Airport, has written a commenation letter to Mr. deSouza for his act of honesty.

Mr. Damian Fernandes and Mr. Harry Francis, Instructors from Staff College, Mumbai, have done Air-India proud by securing a distinction at the programme titled "Professional Skills for Instructors" conducted recently by the International Air Transport Association in Singapore for Instructors from various airlines.

Ms. Neelam M. Bhui and Mr. Rajan B. Umairkar too had brought honour to Air-India by securing distinction in the programme conducted in December 1995.

Mr. Baktiyar S. Gohla, Sr. Transport Assistant, Airport Services Department, Mumbai, has, during the past five-six years, been helping the Lions Club of London Fliechenly to raise funds for humanitarian causes. He was awarded the "Mahin Jones Fellow" trophy by the Club for his efforts at a function held recently in London.

Obituaries

We deeply regret to announce the sad demise of the following staff:

Mr. K. R. Prakash, Master Technician, Department of Information Technology, Mumbai. Service: 15 years 4 months.

Mr. N. M. Rathod, Head Cleaner (HG), Inflight Service Department, Mumbai. Service: 36 years 2 months.

Family Pride

Priya, d/o Mr. R. N. Srivastava, Asst. General Manager, National Marketing Division, a Std. IX pupil of the Air-India Modern School, has done exceedingly well in inter-school oratory competitions held in December 1996. While she won the first prize and the rotating trophy at the competition conducted by the Y.M.C.A., Andheri, she stood second in the competition organised by the Ramakrishna Math, Khar, Mumbai to commemorate the 150th birth anniversary of Swami Vivekananda.
Cost Saving Innovation

Mr. Rajesh Shinde on the job.

Mr. Rajesh Shinde, Asst. Manager-Computer Maintenance, Department of Information Technology, Mumbai, has designed a multiplexing card to replace expensive equipment used for providing connectivity to terminals in our data communication network. This has resulted in large savings for the company.

Air-India has a large data communication network spread all over the country supporting terminal clusters of even more than 100 terminals. To provide connectivity to more than one terminal at any one location, a minimum expenditure to the tune of Rs. one lakh had to be incurred for purchase of ATCONS or STAT-MUX. The terminals have recently been replaced by Personal Computers and LMBU, a software emulator, has been used to enable the PCs to perform the functions of the terminals. Although the LMBU software is capable of configuring up to four terminals over a single asynchronous connection to an ATCONS, multiplexing was done using ATCONS or STAT-MUX as no suitable hardware interface was available to multiplex more than one terminal over the same communication line.

Our network group devised multiplexing equipment which can replace ATCONS or STAT-MUX for connecting up to four terminals in a particular location and Mr. Shinde designed the multiplexing card, each of which costs approximately Rs.500/-.

The card, in use at Mumbai and Delhi, was developed in our office at the Old Airport, Mumbai.

A-I Beat IAS Team in One Day Fixturer

The Air-India Executive XI beat the IAS Officers Association team in an exciting one-day friendly 30 overs-a-side cricket match held at the Wankhade Stadium, Mumbai, on January 19, 1997.

The Air-India team, led by Mr. Brijesh Kumar, Managing Director, elected to bat after winning the toss. The team scored 250 runs and the bowlers in the match were: D. Dharmadhikari (13 runs), G. Bhalotia (23 runs), J.P. Jain (2 runs), P.S. Karkal (2 runs), D. G. Rajapal (2 runs), A. K. Agarwal (20 runs), V. V. Solanki (2 runs) and S. B. Mane (2 runs).

The IAS Officers Association team, led by D. Chatterjee, could score only 158 runs in the allotted 30 overs. Major contributors were D. Sheth (29 runs) and V. Agarwal (39 runs). V. Bhargava (40 runs), P.S. Karkal (35 runs), D. G. Rajapal (15 runs), P.P. Rastogi (19 runs) and G. Bhalotia (2 runs).

The first day’s match between the Air-India Executive XI team against the IAS Officers Association team resulted in a tie.


ew ID Cards for Employees

New computerised identity cards with the employee’s blood group and RH factor will soon be issued to India-based staff. A team of doctors/laboratory technicians is visiting each department to conduct tests for this information.

The need to mention blood group and RH factor on ID cards was one of the suggestions made by employees, and these suggestions are being implemented by the Project Implementation Team set up by the Managing Director to scrutinise and implement suggestions.

The awareness of one’s blood group and RH factor is vital not only when one needs blood during a serious illness or when one meets with an accident, but also for the noble act of saving somebody else’s life by donating blood. Should a need arise, no time will be lost with the availability of the new ID cards.

The new ID cards will also help in monitoring attendance as they will have bar codes. All the data, including the photograph of each employee, will be stored in a computer so that it can easily be retrieved at any time, specially for the purpose of renewal, change of designation, etc. Since the photographs, unlike the present plastic ID cards, will not be film based, fresh photographs will not be required to be taken each time the ID cards need to be reissued.

The new ID cards will be weather proof as well as tamper proof. The ID cards of retired staff will also reflect the number of years of service put in by them in the Company. Availability of this information will be useful at the time of issuing passages, interline tickets, etc.

Dr. Galkiwad’s Second Book of Poems Released

On January 26, 1997, a group of Air-Indians arranged a grand musical programme based on the Marathi poems of Dr. Satish Galkiwad, General Manager-Medical Services, in the Air-India Auditorium.

Dr. Galkiwad’s second book of poems of “Shevanitchya Pakya” (Petals of Chrysanthenum), was released during the function. Dr. Galkiwad, who has introduced a new concept in Marathi literature - “The real poetry lies in Science” - had earlier written “Ghavitarne Zendo” (Emotionally Charged Marigold).

Mr. P.P. Nerurkar, Marathi critic and writer who is a recipient of the Konkan Sahitya Bhushan, presided over the function. Prof. A.N. Pednekar and Ms. Urmila Rave, a noted author who spoke on the occasion. All of them greatly appreciated Dr. Galkiwad’s poems.

Air-India Lends a Helping Hand to Project Lead Free

Air-India has extended its support to Project Lead Free established in India by the George Foundation, USA, by transporting free of charge medical equipment weighing approximately 800 kgs from New York to Bangladesh. The equipment was donated to the Foundation by Friends of Lead Free who, in turn, arranged a national carrier also provided a free air ticket, New York/India/New York to Mr. Steve Null, their Director who inaugurated the project in India on January 13, 1997.

The George Foundation has established four clinics in and around Bangalor to screen and treat children, pregnant women and those who may be exposed to high concentration of lead arising from heavy traffic pollution, and factories that deal directly in leaded material and thus protect them from the ill effects of lead poisoning.

Rebates for Travel on Domestic Sectors Enhanced

Employees with 25 years service and more, and their families, will now have to pay only five per cent of the fare when travelling on domestic sectors of Air-India instead of 10 per cent. Similarly, those who have completed 10 years service and more, but less than 25 years service, can travel on domestic sectors by now paying only 15 per cent of the fare instead of 25 per cent they were hitherto required to pay.

The increased rebate, which came into effect from December 1, 1996, is also applicable to retired employees and their families.

Mr. P.S. Nerurkar addressing the gathering. Others (from L to R) are Dr. Satish Galkiwad, General Manager-Medical Services, Dr. (Ms) Chasuesh, his wife, Ms. Urmila Powar and Prof. A.N. Pednekar.

While Ms Kokoil Kanjilal, Mr. Jeewan Namjoshi and Mr. Yeshpal Mumbarkar (Medical Services); Mr. Dhananjay Gupta, (Advertising and Special Promotions); Mr. Mukesh Shenol, (Traffic); Mr. Ramesh Nikale, (Traffic); Mr. S. Rajipal, (Airports Services Department) recited Dr. Galkiwad’s poems, Ms Rashmi Satoskar (Reservations) compared the programme.

1997 Year Planner

Carg0 Division has brought out a year planner for 1997. Designed by Mr. Ramesh Khatri, Manager-Cargo Publicity, the planner has been inspired by the resplendent frescoes of Ajanta Caves in the Cave 10, one of the finest examples of art expressed in stone. The Air-India Maharaja, our mascot who completed 50 glorious years of existence in July last year, has been featured as part of the illustrations promoting the Cargo Division’s motto – ‘Caring Cargo with Love, Care and Protection.’

Mr. Brijesh Kumar, Managing Director, Air-India, releasing the almanac from Mr. Polly Umrigar, former Test Player and Executive Secretary of the Board for Cricket Control in India.

Director-of Engineering (Engine Overhaul) and Mr. Amjad Sharma, General Manager-Administration, were amongst those who represented the Air-India team.

Mr. Polly Umrigar, former Test Player and Executive Secretary of the Board for Cricket Control in India, who was the chief guest, later gave away prizes. Mr. Brijesh Kumar distributed mementos to the IAS team members.
Mr Basdeo Panday, Prime Minister of Trinidad and Tobago, who was invited as the Chief Guest at the Republic Day function in Delhi, travelled London-Delhi-London by Air-India. He was accompanied by his wife, two Ministers, senior government officials, a delegation of businessmen and a group of artists. Mr Panday (centre) is seen at Heathrow Airport, London, prior to departure with Mr B.R. Satyanarayana Rao, Regional Director – UK & Ireland, and Mr S. Halliday, Manager – London Airport.

Ms Sonia Gandhi travelled recently to Nairobi and back on Air-India. She was met on departure from Nairobi by (L to R) Mr H. Raja, Area Sales Manager, Mr Gurjit Singh, Dy. High Commissioner of India, and Capt. A. V. Michigan, Manager-East Africa.

Travel agents and journalists were invited to taste the dishes and give their opinions on food at a presentation held in Osaka. Major J. J. Singh, Manager-West Japan; Mr I. Tomiyama, District Sales Manager and Mr K. Mihara, Dy. Airport Manager, Osaka; Mr E. Oshima, General Manager, Customer Relations & Contract, AAS Catering Co. Ltd., are seen here with Mr H. Ono of AB Road Journal and other invitees.

Mr R. L. Narayan, Indian Ambassador to Qatar (sixth from L), is seen during his visit to our Doha office with Ms S. D. Jadhav, Manager-Qatar, Ms Jolly Mathew, Ms Sandra J. Devraj, Mr C. D. Kulkarni, Mr T. Mohan, Mr C. K. Amia, Mr C. V. Savant and Mr Joseph Sebastian.

The 26th International Film Festival, held in Trivandrum in January 1997, was attended by famous film personalities from all over the world. Ms Bianca Koedam, actress (extreme R) and Mr S. Bilic, another delegate from Holland, who travelled on our services Trivandrum/Mumbai/Amsterdam, are seen at Trivandrum Airport with Mr H. A. Munafji, Airport Manager, Trivandrum; Mr R. V. Cheacho, Duty Officer-Traffic, and Ms Shirley Jacob and Mr K. Perumal of the Special Handling Unit.

Major R.P. Sharma, Manager-Tamil Nadu (extreme right), presenting an Air-India ticket to Ms S. Ratli Devi, winner of an oratorical contest co-sponsored by Air-India. Mr P.T. Prabhakar, Rotary District 3330 Governor, and Mr Glen W. Kinross, President Elect (1997-98), Rotary International, are also seen in the picture. Titled ‘Talk Your Way to USA’, the contest was organised by the Rotary International in Chennai on December 15, 1996.

Mr Jude Croato, District Sales Manager, Trivandrum, who was the chief guest at a meeting organised by the Rotary Club of Quilon West on January 6, 1997, is seen addressing the gathering.

The “Best Staff of the Quarter Award” for the period October-December 1996 was presented to Ms R. Chandrasekaran, Traffic Supervisor, Space Management, Mumbai. She is seen receiving a cheque of Rs.2,000/- from Mr S. Sen Gupta, Commercial Manager-Space Management, while Mr R. Shrivukumar, Manager-Reservations Procedures, looks on.

“SANGAT”, a festival of Western Classical music, organised by the Time & Talent Club, Music & Arts Committee, in December 1996 was held in the Air-India Auditorium. Consul Generals of Embassies, senior executives from corporate houses and directors of leading travel agencies were amongst those who graced the function. Seen (from L to R) are Mr Faiz Pari (Pianist), Ms Diedre Lobo (Soprano), Mr Raymond Armstrong (Tenor), Mr Nigel Brooks (Bass) and Ms Patricia Rozario (Soprano).