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## Minister Reviews Performance

**M**r C.M. Ibrahim, Union Minister for Civil Aviation, reviewed Air-India's performance with Departmental Heads during his visit to A-I headquarters on January 4, 1997.

unions, had 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

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 happiness at 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



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

Mr Brijesh Kumar, Managing Director, while welcoming 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



Mr C.M. Ibrahim, Union Minister for Civil Aviation, with office bearers of the unions.

reliable in terms of schedule integrity but also an improved one which is reflected by higher seat

new heights. The union leaders assured the Minister of their full support.

## On-Time Performance Continues to Improve

**A**ir-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 :

	Number of Departures	% Flights On-time	
		within 15 minutes of scheduled time	within 30 minutes of scheduled time
APR/JUN '96	5032	54.72	72.31
JUL/SEP '96	5718	69.84	82.89
OCT/DEC '96	5672	70.92	82.38

The on-time performance ex-Mumbai has been around 90 per cent as is indicated in the table below :

	Number of Departures	% Flights On-time	
		within 15 minutes of scheduled time	within 30 minutes of scheduled time
APR/JUN '96	1318	71.96	84.68
JUL/SEP '96	1372	84.74	92.26
OCT/DEC '96	1328	86.85	92.79

### New High 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 within 15 minutes 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

**E**ngineering Department will henceforth undertake 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 airframe, engine 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 JT8D/JT9D/CF6-

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 inhouse.

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 Brijesh 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.



**"F**lying 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 travellers 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

(Continued on Pg. 3)





*We work in an intensely competitive environment. Our passengers deal with employees at various stages - from the time they make a booking to the point of disembarkation and collection of their baggage.*

*At every stage we have an opportunity to demonstrate the quality of our service. Conversely, at every stage a customer can feel slighted, irked, and dissatisfied, if the service is not to his/her expectation. Providing excellent service at all times, at all points of contact, is therefore of paramount importance, as our failure to provide service of high standard at one point can negate the good work done at all other points.*

*Air-India's services have improved remarkably during the past few months thanks to the concerted efforts of Air-Indians from all departments and it is heartening to know that many passengers who had stopped flying by Air-India, are once again patronising our services. The true barometer for evaluation is customer feedback.*

## 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-I flight from Tel Aviv to Mumbai on 18th November which made an emergency landing in Djibouti due to technical problems. I would like to take this opportunity to place on record my commendation to **Captain (S.K.) Sen** and his very able crew for their performance during the entire incident and its aftermath. 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, 1996 from Mumbai-New York had been the most courteous and professional ...they are capable of creating the world's best airliner. I shall live to see that day when A-I (crew) shall be acclaimed 'The most human and Royal Crew of the world.'"

**- P. Sasamka Babu**  
Executive Director  
Bharat Heavy Electricals Ltd.  
Hyderabad

"...I travelled on AI-142 from Delhi to Mumbai then on AI-757 from Mumbai to Abu Dhabi and on AI-756 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 son and I travel 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 ground staff and cabin crew are the same people, yet now their courteous and helpful service is much appreciated. We know some of your Captains and their experience is without doubt very well known. The Air-India safety record is something that all

of us never mention but feel confident when flying."

**- Ranjit S. Ghura**  
American Trading Corporation  
of New York

"After a lapse of nearly one year, I happened to travel Air-India in Executive Class, Mumbai-Muscat on 3rd September, 5th September to Delhi, 8th back to Mumbai and on 9th back to Muscat. I am pleased to inform you that for a change, all the flights took-off more or less on schedule. This is a very good improvement. Please keep it up.

"While there is marked improvement in the Inflight Staff's attitude, you need to look for similar change by the ground staff."

**- A.V. Shahul Hameed**  
Muscat

"I returned to Dubai (from Mumbai) on September 1...

"Air-India has become my top priority travel choice, in view of the excellent on board services and time keeping factors. I am very hopeful, if the present marketing philosophy is maintained, Air-India could become the No.1 airline of the world - and pride of the nation, to our people in India and worldwide."

**- Jacob John**  
Director, Oriental Media Links,  
Dubai

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

**- P.S. Krishna Moorthy**  
a frequent traveller between  
Oman and India

"Having 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 Dhahran) to Mumbai along with my family on AI-814. I wish to convey my congratulations on and appreciation for 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 27, 1996, New York- Mumbai) informs us that our names are not in manifest for VEG... We had informed our travel agent Balmer & Lawrie definitely to book 'VEG'. We will check on return...."

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

**- Muthu 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. Ultimately, she had to call someone for help."

**- Puneet Sawhney**  
U.S.A.

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

**- Kuzhikalayil 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 day 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 what could only 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. Rötters**, Airport Manager, Frankfurt, retired on December 31, 1996 after over 40 years' service.

Mr Rötters 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 Airport Manager, Dusseldorf. In 1960 Air-India moved its operation from Dusseldorf to Frankfurt. For a period of six months he looked after both stations. Mr Rötters 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.

## WORKING 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 crippling 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 with your 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 human mechanism work without friction. Spread a smile around and your workplace becomes a better place.

(Courtesy : MANAGEMENT THOUGHTS  
- A Collection By Promod Batra and Vijay Batra)



## Marketing Initiative

### Two New Schemes Introduced

Air-India, on the occasion of the Republic Day, introduced two new schemes for passengers travelling abroad on the national carrier.

The first scheme called "SENIOR CITIZENS BONANZA" entitles senior citizens aged 65 years and over as on January 26, 1997 special round trip rebated fares if they are travelling by Economy Class to any destination on Air-India's network in USA, UK and Europe. The scheme is also applicable to senior citizens travelling to Hong Kong and Singapore. The round trip rebated fares are:

India-New York or India-Chicago	: Rs. 27,000/-
India-London/Manchester or India-Frankfurt/Geneva/Paris/Rome/Zurich	: Rs. 23,000/-
India-Hong Kong	: Rs. 18,000/-
India-Singapore	: Rs. 14,000/-

The second scheme, "PREMIUM PLUS", allows an IATA published fare paying First and Executive Class passenger, the benefit of taking a companion at only 10 per cent of the IATA published fare. This facility is available to passengers travelling to any Air-India destination. Passengers availing of this concessional companion offer will, however, not be eligible for any other benefits and ticketing under this scheme for the companion has to be done at any of Air-India's Booking Offices.

Those wishing to avail of the special rebated fares under the two schemes, which commenced on January 26, and are operative till April 15, 1997, must complete their ticketing formalities by April 10, 1997 and their return journey by April 15, 1997.

## Visit India Fare Introduced for Travel on Domestic Sectors

Foreign nationals and Indians residing abroad who purchase tickets for travel to India can, effective January 26, 1996, avail of the special Visit India Fare of US\$ 350 for travel on domestic sectors of the national carrier. While children below 12 years are required to pay only half the amount, for infants below two there is the usual discount of 90 per cent.

Payment can be made outside India, or in India in US dollars or equivalent convertible foreign currency, either in cash, travellers cheques or through international credit cards. One stopover is permitted at each city except for transfer purposes. The first domestic sector must be confirmed before the passenger commences his travel. Proper identification such as a passport is required

at the time of departure. The ticket is valid for 45 days from the commencement of the journey. Ticketing must be done at any of Air-India's booking offices or through approved travel agents in India, and outside India, by interline partners and their agents.

The fare can be combined with the international fare. The free baggage allowance for each passenger is 30 kilogrammes and the piece concept, if applicable, is permitted. Infants, however, are not entitled to any baggage allowance.

The full amount is refundable if the complete ticket is surrendered. However, once the first domestic sector is availed of, no refund is permitted.

## New Facilities for Passengers

### Mini Booking Office Set Up at Sahar Airport, Mumbai

A Mini Booking Office, which would function round the clock, has been established in the departure area at Sahar Airport,



Mr. B.N. Singh, General Manager, Airports Authority of India, inaugurating the Mini Booking Office.

Mumbai to facilitate purchase of tickets by passenger who may be flying at short notice. Hitherto, the passengers had to come to Nariman Point booking office after office hours for their ticketing.

The facility was inaugurated by Mr. B.N. Singh, General Manager, Airports Authority of India, on January 6, 1997 in the presence of Mr. Babu Peter, General Manager, Capt. V.R. Nair, Commercial Manager, Mr. A.V. Divay, Manager and

Manager-Special Projects.

### 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 cramps in the back, neck, shoulder and calf muscles, and the foot massager which gives 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, which stimulates various acupressure points with its to-and-fro motion, passengers will feel rejuvenated and arrive fresh at their destination.

## Ranga Rao, Dy. MD, Bids Goodbye

Mr. S.V.N. Ranga Rao, Deputy Managing Director, relinquished charge on February 10, 1997 after over 34 years' service. He had been given extension until further orders on 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



Director-Middle East and RD-Europe. He was appointed Dy. Director-Airport Services in August 1990 and Director-Airport Services effective April 1, 1992.

Mr. Ranga Rao, as Deputy Managing Director, was responsible for Airport Services, Engineering, Engine Overhaul, Stores & Purchase, Finance & Accounts, Medical Services and Air Safety Departments.

Magic Carpet wishes Mr. Ranga Rao good luck and good health in the years to come.

## 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 access to information anytime and from 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. The Internet team headed by Mr. S. Mukherjee, Director, Inflight

Service & Business Development, comprises of Capt. Nevil Darukhanawala (Operations), Mr. N. Chellakumar (Department of Information Technology), Mr. U.K. Gupta (Department of Information Technology who is on deputation to Inflight Service Department) and Mr. F. Vijayrangam (Inflight Service Department).

The team formally met representatives of various 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 dutyfree items available for sale on board, the Frequent Flyer Programme, package deals offered by the Company from time 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 the 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 spares 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.

Increased availability helps in ensuring improved despatch reliability besides enabling operation of additional flights as and when required.

The availability of all the eight A310 aircraft is all the more satisfying considering that A310 aircraft have been rostered to fly for a block time of 9.2 hours a day on an average in the winter schedule. As A310s are medium haul aircraft, the average utilisation of 9.2 hours is considered good by industry standards.

## Frequent Flyer Programme to be Introduced in the Gulf (Continued from Pg. 1)

travel on 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 devised exclusively for First and Executive Class passengers in the Gulf.

\* Members will be able to accrue additional mileage points by utilising the services of Hertz Rent-a-Car and the Welcomgroup chain of luxury hotels in India. Several other

attractive alliances are also on the anvil. These will enhance members' benefits and enable them to accrue mileage points faster.

A Member Service Centre is being set up in the UAE to manage "Flying Returns" in the GCC Countries. The Centre will keep track of members' mileage points, answer queries and ensure the smooth and effective functioning of the Frequent Flyer Programme.



## Pongal Celebrated on Board A-I 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, Iddyappam, 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.

## Parliamentary Committee Visits A-I, Cochin

The Second Sub-Committee of the Committee of Parliament on Official Language headed by Ms Veena Verma, Convener and Member of Parliament, visited Air-India's office at Cochin. She was accompanied by Dr.

A.K. Patel, Mr Jay Prakash and Mr Hariyansh Sahay, all Members of Parliament. Mr Raghunath Sahay, Director-Rajbhasha, Ministry of Civil Aviation, was also present on the occasion.



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

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-Rajbhasha, 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.

## Indian Food Festival in Brussels

Air-India sponsored a two-week long Indian Food Festival arranged by Sheraton Hotel, Brussels recently. Mr T.R. Heerjee, Manager - Belgium & Luxembourg, hosted a dinner one evening during the Festival. Amongst the distinguished guests were Mr C.Dasgupta, 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.



Seen during the Indian Food Festival (from L to R) are : Mr V.G. Choubal, the then Regional Director-Europe; Ms G. Claire, Manager, Benelux; Mr C. Dasgupta, Indian Ambassador to Belgium, Luxembourg and European Union; Ms Dasgupta, his wife; Mr F. Welke of the Sheraton; Ms Heerjee, wife of Mr T.R. Heerjee, Manager - Belgium & Luxembourg; and Mr Heerjee.

## 642 Japanese Tourists Travel by A-I 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 of January 4, and an additional flight AI-3088 operated after a gap of 30 minutes. Mr Y. Odaira, Traffic 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.

## A-I Flies the Padshahnama to Delhi

Air-India flew the Padshahnama, the magnificent manuscript which chronicles the first 10 years of the reign of Shah Jahan who ruled over the Mughal empire between 1628 and 1658, 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 1830s 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 that marked 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.



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 Keralites who patronise our flights, especially between the Gulf and Kerala. Also in the picture are Mr G.S. Ahuja, Regional Director-India; Mr L.J. Shetty, Commercial Manager-Andhra Pradesh & Karnataka; and Mr G.B. Regis, 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 Cuffe 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 19th to the 23rd floors of the Air-India Building. The fire fighting staff of the Mumbai Fire Brigade later joined Air-India's Security personnel in combatting 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



Security staff who helped extinguish the fire (L to R) are Messrs A. V. Trindade, P. G. Pandurangi, R. Sagga, S. B. Jadhav, P. V. Vaidya, M. N. Peters, B. M. Girling, G. B. Whatkar, S. M. Thorat and M. A. Dumbre.

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 Jitender Bhargava**, our General Manager - Public Relations, a grateful

Mr Vivek Goenka, Chairman and Managing Editor, Indian Express Newspapers, expressed his 'sincere gratitude for the unstinting 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 Societe Internationale de Telecommunications Aeronautiques (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 CRS, 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 departure control system and telex messages too could 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 promptly swung 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; and
- \* 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 modems for dial-up connections. By 1730 hours the same evening, though the response time was slower, communications were restored.

Kudos to our engineers for their outstanding efforts!

## NEWS FROM SOUTH AFRICA

### 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.



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. Baluoloto, Vice Chancellor, University of Durban Westville; and Mr P.K. Gupta, Manager-Natal, Durban.

### Outstanding Agents

Ten top travel agents in South Africa were recipients of awards for their support to Air-India during 1995-96. They are: Mr V.D.G. Nair, East West Travel; Mr Cassim Suleiman, Royal Travel; Mr Prem

Mohanlal, DFC Travel; Mr S.M. Naidoo, M.K. Bobby Naidoo Travel; Mr E. Bobat, Flywell Travel; Mr E. Kajee, Worldways Travel; Mr B. Bhagwandas, Skylink Travel; Mr S. Ramklass, Sagar Travel; Mr Mohamed Paruk, Nova Travel; and Ms Noorjehan Vadachia, Avoca Travel.



The top agents photographed with the Mayor, Ms Theresa Mthembu, Councillor for South Central Local Council of Durban, Mr P.K. Gupta, Manager-Natal and Mr R.K. Choudhary, Accounts Manager, Durban.

### In Transit

The Indian Cricket Team recently travelled on Air-India from Mumbai to Johannesburg. Mr Anil Anand, Acting Consul, Consulate 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



Alberton 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 who has been 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. Biswas**, 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



## In the Offing

### Computer Based Training to be Introduced for Engineers/Technicians

Computer based training (CBT), recognised as 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 concepts 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 computer system can be used to improve the quality and speed up the process of preparing/updating training manuals.



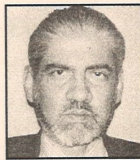
**Sayonara**



**Mr Jay Prakash,**  
Loading Supervisor(HG),  
Airport Services, Delhi.  
Ser: 39 yrs 6 mths.



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



**Mr A. K. Goswami,**  
Manager-Catering/Cabin  
Services, Inflight Service,  
Mumbai.  
Ser: 36 yrs 8 mths.



**Mr Dariya Singh,**  
Sr. Operator, Airport  
Services, Delhi.  
Ser: 36 yrs 6 mths.



**Ms S. Navalkar,**  
Asst. Manager-Data  
Processing, Dept of  
Information Technology,  
Mumbai.  
Ser: 36 yrs 1 mth.



**Mr S. H. Nagotkar,**  
Foreman, Engg. Facilities  
Divn., Engineering,  
Mumbai.  
Ser: 35 yrs 8 mths.



**Mr Babulal Chugan,**  
Head Cleaner, Line  
Maintenance Divn.,  
Engineering, Mumbai.  
Ser: 35 yrs 7 mths.



**Mr M. N. Pimpalkhare,**  
Aircraft Engineer, Line  
Maintenance Divn.,  
Engineering, Mumbai.  
Ser: 35 yrs 7 mths.



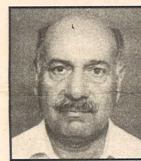
**Mr A. P. Shetty,**  
Dy Manager-Network  
Operations, Dept. of  
Information Technology,  
Bangalore.  
Ser: 35 yrs 6 mths.



**Mr P. V. Jankoli,**  
Foreman, Engg. Facilities  
Divn., Engineering,  
Mumbai.  
Ser: 34 yrs 8 mths.



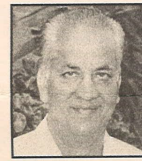
**Mr D. R. Kundan,**  
Head Cleaner, Airport  
Services, Delhi.  
Ser: 34 yrs 6 mths.



**Mr A. W. Relwani,**  
Flight Engineer,  
Operations, Mumbai.  
Ser: 34 yrs 5 mths.



**Mr Gangadhar Pant,**  
Head Driver, Airport  
Services, Delhi.  
Ser: 33 yrs 2 mths.



**Mr R. S. Iyer,**  
Sr. Manager-Public  
Relations, Headquarters,  
Mumbai.  
Ser: 31 yrs 6 mths.



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



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



**Mr K. P. Garg,**  
Sr. Foreman, Airport  
Services, Delhi.  
Ser: 29 yrs 8 mths.



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



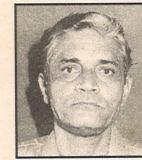
**Mr V. S. Deshmukh,**  
Sr. Foreman, Line  
Maintenance Divn.,  
Engineering, Mumbai.  
Ser: 28 yrs 10 mths.



**Mr V. G. Choubal,**  
Dy Commercial Director,  
Commercial, Mumbai.  
Ser: 28 yrs 5 mths.



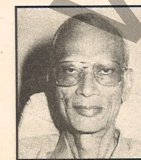
**Capt. P. S. Parmar,**  
Co-pilot, Operations,  
Mumbai.  
Ser: 28 yrs 4 mths.



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



**Mr Keval Krishna,**  
Sr. Operator, Airport  
Services, Delhi.  
Ser: 26 yrs 11 mths.



**Mr P. D. Bhatawdekar,**  
Dy General Manager,  
Engg. Facilities Divn.,  
Engineering, Mumbai.  
Ser: 25 yrs 8 mths.



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



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



**Mr V. N. Singh,**  
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
<b>DECEMBER 1996</b>		
<b>Mr B.D. Supe</b>	Asst. Duty Manager, Mumbai Airport.	Sales-cum-Airport Manager, Durban.
<b>Ms V. Balasubramanian</b>	Instructor, Staff College, Mumbai.	Manager-Western India, Mumbai.
<b>Mr S. Tomar</b>	Asst. Manager- Marketing, Mumbai.	Asst. Manager, Director-Delhi Region's Office, Delhi.
<b>JANUARY 1997</b>		
<b>Capt. A.V. Michigan</b>	Manager-East Africa, Nairobi.	Airport Manager, Calcutta.
<b>Mr M.K. Shrimali</b>	Asst. Manager, Baroda.	Asst. Manager, Ahmedabad.
<b>Mr G. Pandey</b>	Asst. Manager, Ahmedabad.	Asst. Manager, Marketing, Mumbai.
<b>Ms S.M. Sundaram</b>	Manager-Reservations/ Ticketing, New Delhi.	Manager-Cape Provinces, Cape Town.

## 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.

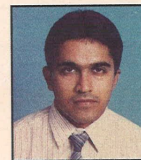
On behalf of the Management, **Mr A.V. Divay**, Manager-Mumbai Airport, has written a commendation letter to **Mr deSouza** for his act of honesty.

**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.



**Mr Damian Fernandes (R)** and **Mr Harry Francis (L)** proudly display their certificates. **Ms S.P. Andhare**, Commercial Manager - Training, is in the centre.

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



**Mr Baktiyar S. Gotla**, Sr. Transport Assistant, Airport Services Department, Mumbai, has, during the past five-six years, been helping the Lions Club of London Fienchley to raise funds for humanitarian causes. He was awarded the "Malvin 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.

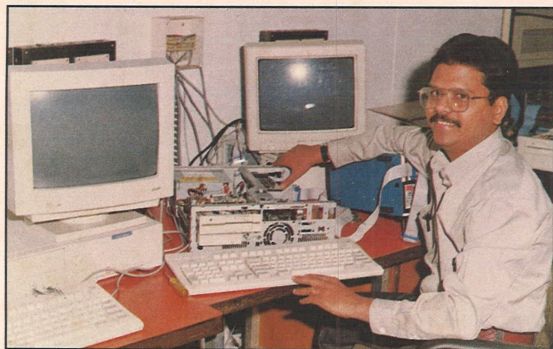
## Family Pride

**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 135th 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 upto four terminals over a single asynchronous connection to an ATCON, 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 upto 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 workshop at the Old Airport, Mumbai.

## A-I Beat IAS Team in One Day Fixture

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 a formidable 168 runs. While **Satish Samant** scored 61 runs, **Amit Velaskar** and **Amit Aroskar** scored 30 runs each for Air-India. Wicket takers for IAS were G. Chatterjee (2 for 24 runs), J.S. Sahani (2 for 35 runs) and G. Bahadur (3 for 25 runs).

IAS Officers Association team led by G. Chatterjee could score only 158 runs in the allotted 30 overs. Major contributors were Shrijee (29 runs) and V. Agarwal (39 runs). **Faisal Shaikh** (2 for 40 runs), **Jitender Bhargava** (2 for 13 runs), **R. Sanil** (1 for 11 runs) and **Amit Aroskar** (1 for 7 runs) of Air-India helped bowl out the IAS team. **Mr P.B. Kumar**,



Mr Brijesh Kumar, Managing Director, Air-India, receiving the shield 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 Amod Sharma**, Secretary and 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 mementoes to the IAS team members.

## New 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. 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 transfusion 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 polaroid 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 service put in by them in the Company. Availability of this information will be useful at the time of issuing passages, interline tickets, etc.

## 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 Bangalore. The equipment was donated to the Foundation by Friends of Lead Free Children Inc. The 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 Bangalore 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.

In the first year of Project Lead Free, the emphasis will be on testing and treatment of up to 20,000 children and others who may be affected. The goal is to gather proper scientific data on the extent of the problem, ascertain the major pathways and their impact, and to project likely trends for the future. Lead screening will later also be conducted in Mumbai, Chennai, New Delhi and Calcutta.

A few months ago, Air-India had also airlifted free of cost almost 50,000 kgs of life-saving medicines and medical supplies donated by Heart to Heart International, USA for distribution to the poor in Calcutta through Mother Teresa and the Missionaries of Charity, Ramakrishna Vivekananda Mission and four government teaching hospitals.

## 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.

## Dr Gaikwad'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 Gaikwad**, General Manager-Medical Services, in the Air-India Auditorium.

Dr Gaikwad's second book of poems "Shevantichya Paklya" (Petals of Chrysanthemum), was released during the function. Dr Gaikwad, who has introduced a new concept in Marathi literature - "The real poetry lies in Science" - had earlier written "Gahvarilele Zendu" (Emotionally Charged Marigold).

Mr P.S. Nerurkar, Marathi critic and writer who is a recipient of the Konkani Sahitya Bhushan, presided over the function. Prof. A.N. Pednekar and Ms Urmila Pawar, well known writers spoke on the occasion. All of them greatly appreciated Dr Gaikwad's poems.



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

While **Ms Kakoli Kanjilal**, **Mr Jeevan Namjoshi** and **Mr Yashpal Mumbarkar** (Medical Services); **Mr Dhananjay Gupte**, (Advertising and Special Promotions); **Mr Mukesh Shenoi**, (Traffic); **Mr Ramesh Nikale**,

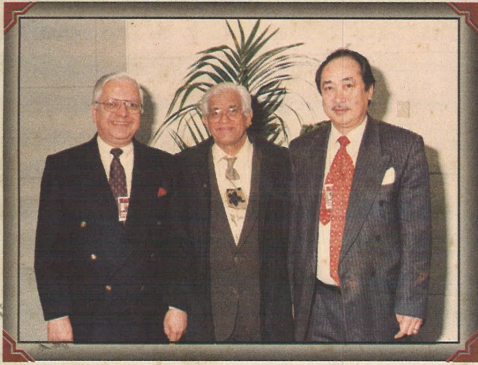
**Mr V. Rajgopal**, **Mr Prasanna Ghagare** and **Mr Pravin Kalekar** (Airport Services Department) recited Dr Gaikwad's poems, **Ms Rashmi Satoskar** (Reservations) compered the programme.



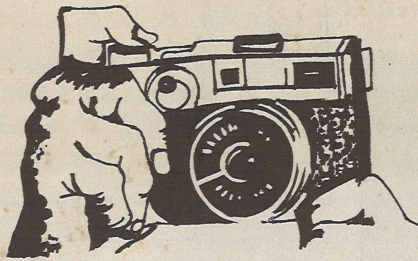
Cargo Division has brought out a year planner for 1997.

Designed by **Mr Ramesh Kharat**, Manager-Cargo Publicity, the planner has been inspired by the resplendent frescoes of Ajanta Caves in Maharashtra, one of the finest examples of art expressed in stone. The Air-India Maharajah, 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 - "Carrying Cargo with Love, Care and Protection."



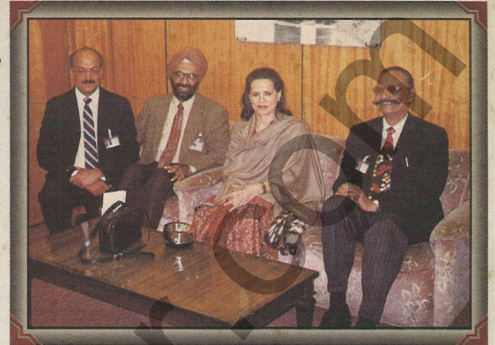


Mr Basdeo Panday, Prime Minister of Trinidad and Tobago, who was invited as the Chief Guest at the Republic Day function in Delhi, travelled London-Delhi-London by Air-India. He was accompanied by his wife, two Ministers, senior government officials, a delegation of businessmen and a group of artists. 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.



## Picturespeak

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.



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. Amla**, **Mr C. V. Savant** and **Mr Joseph Sebastian**.

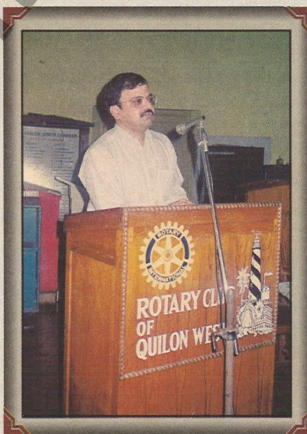


Travel agents and journalists were invited to taste the dishes and give their opinions on food at a presentation held in Osaka. **Major J. J. Singh**, Manager-West Japan; **Mr I. Tomiyama**, District Sales Manager and **Mr K. Mihara**, Dy. Airport Manager, Osaka; **Mr E. Oshima**, General Manager, Customer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



**Major R.P. Sharma**, Manager-Tamil Nadu (extreme right), presenting an Air-India ticket to **Ms S. Rathi Devi**, winner of an oratorical contest co-sponsored by Air-India. **Mr P.T. Prabhakar**, Rotary District 3230 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 10, 1996.

The 28th 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. Munaff**, Airport Manager, Trivandrum; **Mr R. V. Chacko**, Duty Officer-Traffic, and **Ms Shipley Jacob** and **Mr K. Perumal** of the Special Handling Unit.



**Mr Jude Crasto**, 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. Shivkumar**, 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 Fali Pavri** (Pianist), **Ms Diedre Lobo** (Soprano), **Mr Raymond Armstrong** (Tenor), **Mr Nigel Brooks** (Bass) and **Ms Patricia Rozario** (Soprano).