

# Magic Carpet

VOL. 8 No. 3

THE STAFF MAGAZINE OF AIR-INDIA

MAY 1964

## FROM THE GM'S DESK

### OUR GROSS OPERATING PROFIT FOR 1963-64 HITS NEW HIGH

Although the final account figures will be available only in July, the preliminary figures show that the year ending 31st March 1964, has also been a good year and we made a gross operating profit of approximately Rs. 4 crores (\$8.40 million) before payment of interest or dividend, but after providing depreciation and obsolescence. This is a performance of which all of you can be proud and for which all of you deserve credit.

The gross operating profit last year was Rs. 3.45 crores (\$7.26 million) and it was the first year when we made a sizeable profit which attracted attention. I have heard it stated that Air-India's profitability was attributable partly or largely to American rates of income and Indian rates of expenditure. This is substantially incorrect and it might be worthwhile looking briefly at the question of our profitability.

AIR-INDIA's expenditure on aircraft, engines and inventory is larger than that of most of its competitors because we have to purchase all our hardware in the U.S. or the U.K., mostly out of loans raised in the United States and this makes things expensive. The cost of turbine fuel in India is also higher than in most other countries and since our uplift is larger in India than elsewhere, the cost under this head also is not smaller for us than for many others. The only thing which is significantly lower is the wage of the individual working in India, but then there are so many more of them and our expense on employees is over 20 per cent of our total expenditure, which is not substantially lower than in the case of others.

We do not dodge on depreciation. We are depreciating the big jets over ten years with 10 per cent residual value and this I believe is a fair average. Keeping in mind the probable impact of the Supersonics we have decided to depreciate all aircraft from the Seventh Boeing onwards on a seven-year basis which will be a very strict standard.

We have always had a policy of buying the latest equipment and as far as possible, of

having a uniform fleet. The first enables us to remain competitive in the operational field and with the special emphasis which is laid by Management on personalised service, both in the air and on the ground, it enables us to get our full share of the market. At the same time cost consciousness and highly efficient engineering skills and operational techniques reduce the operating

cost to the minimum, particularly for a uniform fleet. These two together are largely responsible for the profits.

One of the reasons for profitability is our financial stability and rate of growth. The stability arises from the fact that AIR-INDIA is wholly owned by Government, and at the same time is run entirely on commercial lines. The State ownership confers on us a basic financial status which enables us to raise loans at reasonable rates for purchase of equipment as and when required and in this our record of profitability is also a helpful factor.

(Continued on page 2)

### GOOD LUCK WHEN YOU ENTER THIS, YOUR OWN, HOUSE—G.M.

"I am immensely happy to see this monument of the first institutional effort to own houses as distinguished from what a large number of staff members have been so far doing," said Mr. B. R. Patel at the inaugural ceremony of the Pushpak Co-operative Housing Society on April 19.

Located at Santa Cruz (East), the Pushpak is the first co-operative housing society established by the staff of Air-India, under the Corporation's Housing Loan Scheme.

Of its total cost of Rs. 3.66 lakhs, the Corporation contributed 80 per cent, while the balance was paid by the staff members occupying 18 apartments in the two-storey building. The Corporation has so far sanctioned three such loans for co-operative housing societies. It has also advanced house building loans to 65 employees.

Commenting on the Pushpak, the Vice-Chairman and General Manager said that it is gratifying

(Continued on page 3)

### PARTNERSHIP AGREEMENT

An agreement has been signed between Air-India, Aden Airways and East African Airways concerning the operation of a combined pattern of services, on a pool basis, covering routes between East Africa and India.

The agreement is subject to the approval of the respective governments.

The types of aircraft and frequency of scheduled services in the pool are as follows:

**Aden Airways:** Two services a week in each direction Aden/Mogadishu/Nairobi with jet-prop Viscounts.

**Air-India:** Two services a week in each direction Bombay/Aden/Nairobi with Boeing 707.

**EAA:** Two services a week in each direction Nairobi/Aden/Karachi/Bombay with Comet 4 jetliners.

(Continued on page 2)

Mr. Patel hands over to Mr. K. V. Sreekumar the key to his apartment during the inauguration ceremony of the Pushpak Co-operative Housing Society







Dr. P. J. Varghese, our Chief Medical Officer, attended the Conference of the IATA Medical Committee in Rio de Janeiro. The photograph shows (From L.) Dr. O. B. Schreuder (PAA), Dr. K. E. Dowd (TCA), Dr. J. Tillisch (NWA), Dr. Varghese, Dr. C. C. Gullett (TWA), Dr. R. Laplane (AF), Dr. A. Allard (SABENA) and Dr. Louis de la Serna (IBERIA). (Photo: Varig).

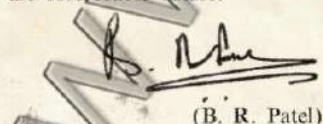
### From the GM'S DESK

(Contd. from page 1)

The Management can plan for future expansion with confidence because capital would be forthcoming whenever required and justified.

In our country, civil aviation in the private sector would have little chance because of the vast capital required and because of the uncertainties involved in the civil aviation business. The year 1961 is not far behind us when almost all airlines, with the exception of three or four of which AIR-INDIA was one, made losses and some of them substantial losses. Two or three such years would wipe out a civil airline in India if it was in the private sector. We have been able to achieve a satisfactory rate of growth partly because of our aggressive salesmanship and partly by making judicious pooling arrangements which benefit all partners.

In order to enable us to build up a solid financial base, the Government of India had waived interest up to October 1966 on half the capital which was interest bearing, irredeemable Loan Capital. The other half of the capital is Equity. The purpose the Government had in view in giving a moratorium on interest has been fully achieved much earlier than expected, and we have, therefore, decided to pay both the interest on the loan capital and dividend on the equity capital from 1963. Let us hope that there will be no interruption in this happy state of affairs in the foreseeable future.

  
(B. R. Patel)

## MISTRY ADDRESSES IATA PRODUCTION, PLANNING GROUP

While American and Anglo-French supersonic manufacturers are stepping up their sales and bookings campaign for planes that may not be flying commercially for six years, airline planning and control officials are already preparing for the day they will be operating these giant Mach 2 or Mach 3 jets.

Recently in Dublin, where the Production and Planning control group of I.A.T.A. met, Nari Mistry, Deputy Superintendent of our Production and Planning Section, spoke of the challenge of the SST.

Mr. Mistry, who was dealing with greater efficiency and time-saving in airline's engineering workshops, pointed out that with the supersonic transport becoming almost a certainty, new problems would be encountered in production, planning and control.

"Historically," he said, "in our industry speed and performance in the air has been synonymous with speed and performance on the ground."

### Spare Engines

This relationship was more compounded by the ever-soaring prices of aircraft and the enormous cost of every hour a plane was out of service. Another

problem of supersonic aircraft would be the problem of transporting spare engines when they are needed at some airport on an airline's network.

### Noise Elimination

Oddly enough as America and Europe hurl headlong into the SST race it is only in the field of noise elimination that there has been any real co-operation between the big manufacturers.

And, he added, there has been no mention yet of the greatest problem of all—that supersonic jets will undoubtedly and greatly add to the cost of air travel.

### OBITUARY

Mr. B. C. Limaye, 54, Junior Accountant, died on May 1, at his residence in Bombay.

He joined Air-India on November 17, 1947 and rose to the position of a Junior Accountant on July 1, 1961.

He leaves behind his widow, a son and a daughter.

## PARTNERSHIP AGREEMENT

(Contd. from page 1)

After a careful study of the route and the potential market, it was decided that closer co-operation was needed between the three airlines, both in the interests of the travelling public as well as the airlines participating, by pooling each other's resources, to offer the travelling public the most frequent and convenient spread of services.

### Maximum Efficiency

Thus the three airlines will be able to cope more readily with variable requirements, such as scheduling, seasonal traffic trends and aircraft availability. This new pooling arrangement will also entail the closer co-operation between all departments of the three airlines thereby ensuring maximum efficiency to the benefit of all passengers on the route.

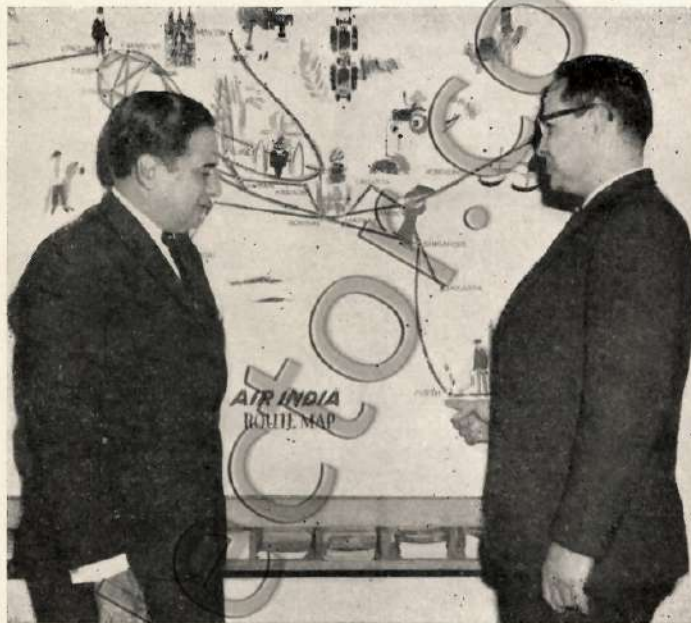
The agreement, which has been ratified by the Managements of all three airlines, will mean a greater choice of services, particularly between Nairobi and Aden on which sector, up till this agreement Air India did not carry traffic.



## PERTH NEWS



This photograph was taken during the visit of Mr. S. Massand, the Indian High Commissioner, Australia, to our Perth office. (From L. to R.) Alan Taylor, Mr. G. L. Puri (Indian Trade Commissioner in Australia), Kay Maskell, Mr. Massand, George Talati (Manager, Western Australia), Val Calligaro, Shirley Wilson and Kevin Carton.



Mr. George Talati, Manager, W. Australia, points out Perth on our route map to Mr. Massand.

## ART EXHIBITION IN SYDNEY

**A**N exhibition of contemporary Indian paintings was held in Perth, W. Australia, during February-March.

Sponsored by Air-India and Farmer & Co. Ltd., the exhibition featured our calendar and

paintings of 50 outstanding Indian artists.

This was the first time an exhibition of Indian paintings was held in Sydney to give the art lovers and critics a glimpse of the development of modern art in India.



The Air-India pavilion at the Homes and Industry Fair in Perth

## GOOD LUCK...

(Continued from page 1)

to note that the Society has saved itself the trouble of construction, and being manned 50 per cent by accountsmen, it has struck a good deal in purchasing the property at the cost of Rs. 3.66 lakhs.

Mr. Patel further said, "I am sure more such co-operative

housing societies would spring up and on behalf of the Management I can assure them of our fullest support."

After the G.M.'s inaugural address, Mrs. B. R. Patel formally opened the building by cutting the ribbon.



Mr. R. N. Kaul, Commercial Manager-Sales, is seen here with Mrs. Puri, wife of the Indian Trade Commissioner in Sydney, and Mr. E. K. Byrne, Managing Director of Farmer & Co. Ltd.





**BEATLEMANIA** by now must have spread over most parts of the globe. We hear on good authority that Kemp's Corner had a Beatle flavour and London used a Maharajah Beatle Group as a direct mail letter to publicise our daily service to New York ("over thirty yeah yeah yeahs' experience").

The travel bug seems to have hit the Bond Street young ladies. Many of them have been travelling and Jane Chapman got as far as New Zealand, Susan Little to Lagos, Grace Bidwell to Sydney and Audrey Chessell, as usual, went just about everywhere.

June Chatur and Nirmala Mody recently had a quick visit to Paris where they were asked to assist with an exhibition of Indian silk. This was presented at the Indian Embassy and two of our sari-clad lovelies from Geneva also assisted at this function.

The Cargo boys have been as busy as ever and it is whispered that the March cargo revenue figures might prove to be a record breaking amount. Items of cargo have varied as usual and in and out of London we have seen such things as large steel shafts, a baby elephant and a loose monkey. On the subject of cargo we are pleased to say that at the time of going to press,



*This photograph was taken in conjunction with the Bristol Siddely Co. at our hangar area at London Airport. Bristol Siddely Co. requested our co-operation as they wanted to experiment with a photograph of this sort for a special advertisement. The lines are caused by the lights of a vehicle which moved in and out from our Boeing and the photograph was taken with three to five minute continuous time exposure.*

Jim Harper, U.K.'s jovial and efficient Cargo Manager is out of hospital and convalescing in Bombay.

From time to time over the last few months we have noticed a small but very delightful vase of flowers in our Booking Office. This has been in addition to our normal flower arrangements and it was only recently that we discovered their origin. These flowers arrive from time to time addressed to the girls on our counter from a well-known Art Dealer whose galleries are close to our Bond Street location. Almost a year ago this gentleman was taken seriously ill in the street outside our office and the girls from our counter looked after him until medical assistance arrived. So grateful was the gentleman concerned, who is now restored to health, that he

sends this token of appreciation to our staff.

Our table tennis enthusiasts finished second in the 5th Division of the Travel Trade League and fourth in the 3rd Division of the London Business Houses' League. With the hope of summer weather not very far off we hear a rumour that the D.O.M. (W.D.) has challenged the R.M.U.K. to a London Airport vs. Bond Street cricket match.

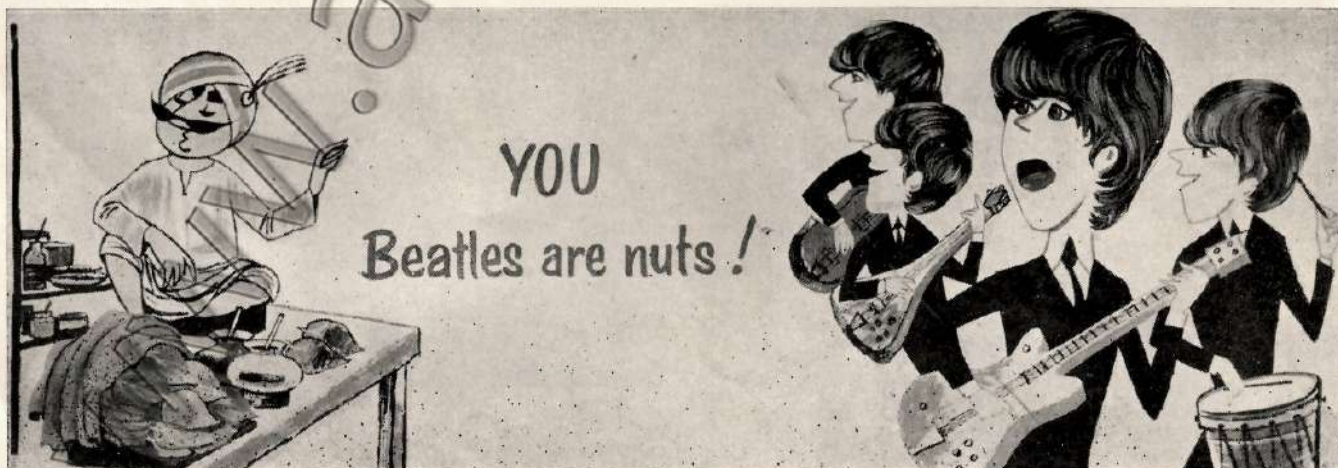
The Reservation boys and girls are now using the electronic reservations system and so far they are having no trouble operating their individual keysets, and in the words of one of them "it couldn't be simpler". We do hear, however, that they have tried to get a football pool's forecast on their computer but so far this has been without success and it is also rumoured

that they are applying in due course for a radiation allowance.

Sales Department have recently had several educational trips. One to India in conjunction with the Indian Tourist Office and another to the Middle East. There have also been several more of the interline weekend visits to New York for BOAC Reservations staff with Hira Sehgal acting as host.

London's participants in the Sports were Steve Flynn from Bond Street and Richard Perry from London Airport. Perry entered for the 100 metres but did not qualify. Flynn was placed third in the javelin throw and fifth in the discus but failed to qualify for the shot-put. They both very much enjoyed their visit and Steve Flynn is planning to live in Bombay in the near future.

## KEMP'S CORNER . . . .





# NEW YORK



Unisphere: The symbol of New York World's Fair is this steel structure 140 ft. tall, dramatising the interrelation of the peoples of the world.

# FAIR

**A**T 10 A.M. on April 22, 1964, the New York World's Fair unveiled its billion dollar "Greatest Show On Earth" spectacle. Out of the long overgrown flats and crumbling foundations of the old New York World's Fair site of 1939/1940, a new giant architectural fantasy of some 175 separate pavilions and structures blossomed over the 646 acres of Flushing Meadow Park, Long Island.

Estimated attendance figures to the Fair will be in excess of 100 million people during two separate runs, April 1964 to October 1964 and April 1965 to October 1965, a total of 360 days in all. The

immensity of the Fair is best described by the fact that it takes one visitor, who insists on seeing everything, 30 days to see each display at about an average of five hours per day.

*India at the Fair. The main building on the left projects art of yesterday, skills of today and hope for tomorrow. The Circular restaurant on the right offers a variety of Indian food.*





The Fair is divided into five sections: Industrial, International, Federal and State, Transportation and the Lake Amusement Area. In the centre of the Fair grounds, the Unisphere stands to symbolize "a shrinking globe in an expanding universe." This structure built by the United States Steel Corporation will stand as a permanent fixture long after the Fair has been transformed into a new city park.

### A GIANT HORSESHOE

As you move past the Unisphere and its surrounding gaily coloured fountains of the continents, a line of malls and reflecting pools extend to the spectacular Pool of Industry with its inner body of water, the Fair takes on the shape of a giant horseshoe. The top portion of the horseshoe is the Industrial Area. Here visitors marvel at some of the most beautiful exhibits of the Fair. The Bell System with its floating wing that appears to be suspended in space. RCA and the largest closed-circuit colour TV network ever assembled; Johnson's Wax, General Electric, Coca Cola, Scott Paper and many others.

The lower half of the horseshoe, as you first pass through the Fountain of the Continents, is reserved as the International Area. There the visitors see reproductions of the architectural splendour of many of the countries throughout the world. From Michelangelo's eternal sculpture of the Pieta at the Vatican Pavilion, to the fabulous Indian Pavilion with its curtain of running water surrounding the pavilion.

Across from the International Area is the Avenue of States where most of the 50 states of the United States of America have individual pavilions. Across the Grand Central Parkway that divides the Fair, visitors are immediately struck by the magnitude of the Ford, Chrysler and General Motors Pavilions. Miles above, overlooking the entire Fair grounds, is the Top of the Fair Restaurant. Its breathtaking view makes dining at the Fair a memorable experience.

### AMUSEMENTS FOR ALL AGES

Across the Parkway, in the Lake Amusement Area, there are rides and amusements for children and people of all ages. The Amphitheatre with its spectacular productions, the John Ringling North Circus, the amusement park, Indian village, boat rides, plus the monorail ride of the future, make this area a must for visitors.

Visitors arriving in New York by car to attend the Fair can drive via the Queens-Midtown tunnel or over the Triborough, Bronx-Whitestone, Queensborough or Throgs Neck Bridge. Three of New York City's subway lines also take you to the Fair—the IRT, BMT, and the IND. The subway ride costs 15c each way.

A helicopter ride is also available from the Port of New York Authority's heliport in Manhattan or from Newark, La Guardia, or J. F. Kennedy Airports.

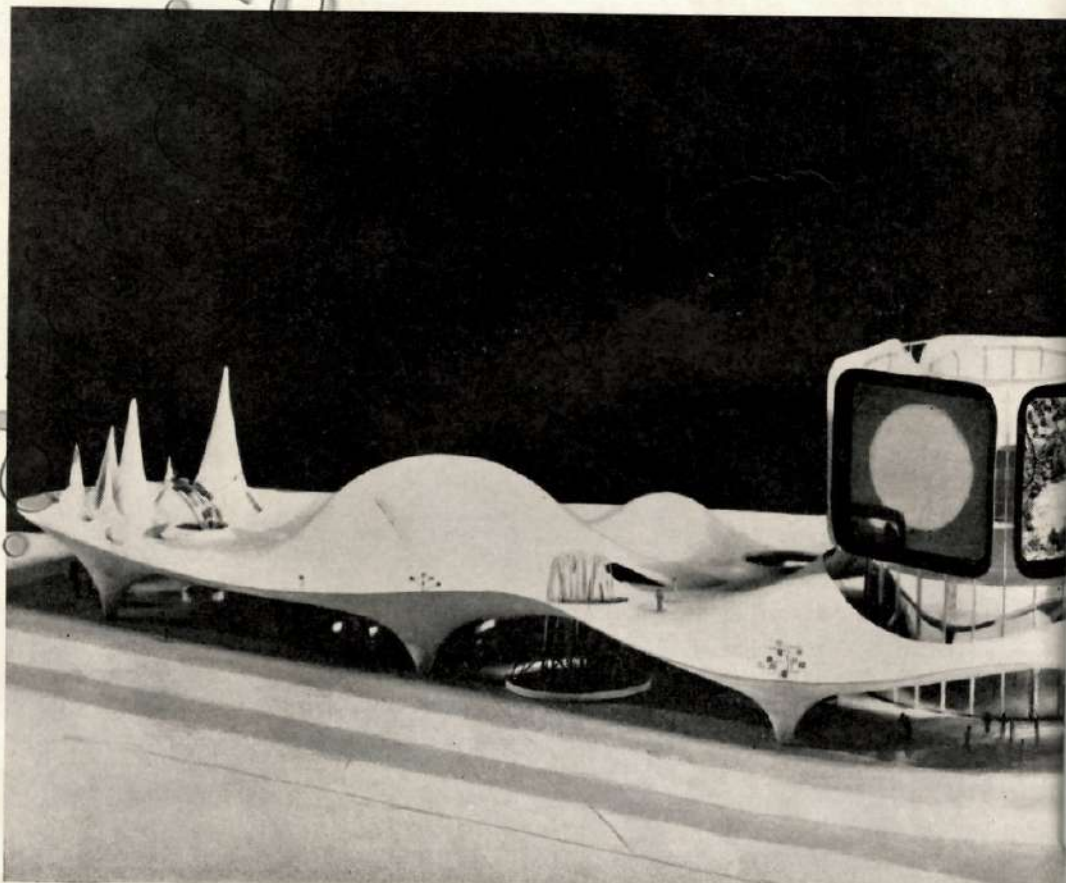
The price of admission to the Fair at the gate is \$2.00 per adult, and \$1.00 per child (ages 2 to 12 years). It is estimated that the average adult visitors will spend approximately \$7.20 per day at the Fair. Many of the attractions are free, others have a small charge.

Once inside the Fair's grounds, you make your way to each of the exhibits on foot, or if you prefer, you take an air-conditioned glass top sightseeing bus, a glide-a-ride tractor train, or a four-passenger "escorter"—all operated by the Greyhound Corp.



Ford Motor Co.: This huge ultra-modern pavilion is surrounded by 64 water Pylons its main entrance is a show and exhibit building, housing the entertainment for staff of Walt Disney.

Eastman Kodak Co.: The theme of this exhibit is the "universality of photography as an international language". The to prints visible day and night.







100 ft. tall. Adjoining  
towers created by the  
er displays five colour



General Motor Corpn. : A dramatic 40-storey entrance canopy welcomes visitors to this General Motors Futurama building. In the "seemingly suspended" building, visitor enjoys an exciting "ride into tomorrow".

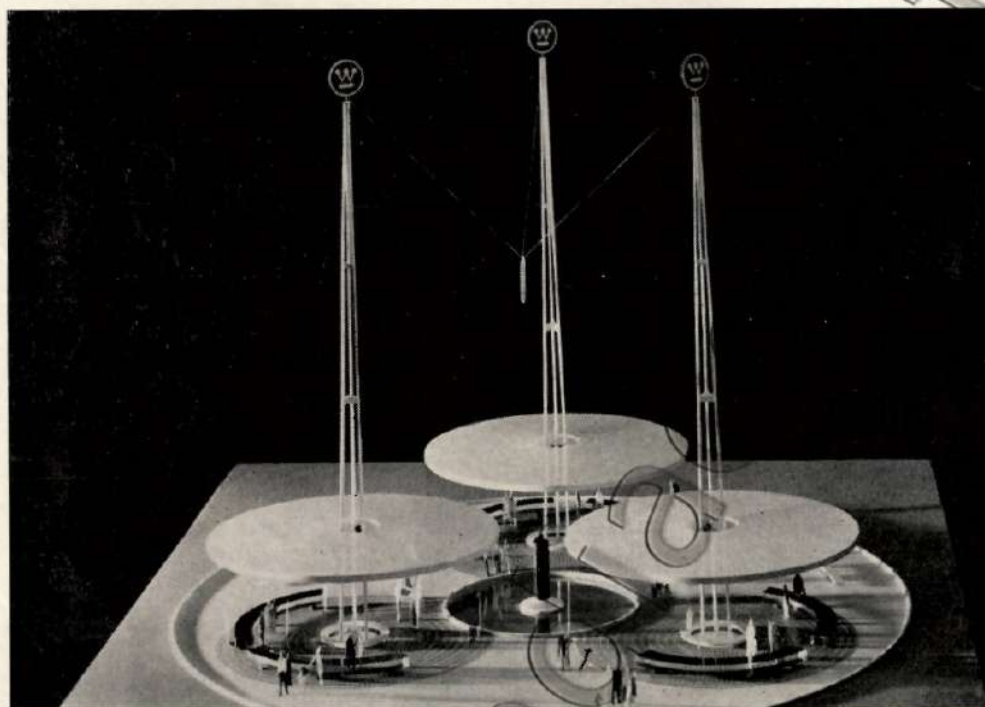
Dancing Waters: The pavilion, constructed by Dancing Waters, Inc. features a show of dancing waters.







Transportation and Travel pavilion: The main floor of this pavilion is devoted to exhibits of the Transportation and Travel Industry. The second floor features an exciting spectacle based on the theme of lunar exploration.



Westinghouse Electric Co.: A duplicate of the original Time Capsule buried at the 1939 fair is suspended between three Pylons of this pavilion. During the fair, a new Time Capsule documenting man's progress of last 25 years will be deposited.



General Electric Co.: The theme of this "Progress Land" pavilion is the various ways in which the electricity is changing our lives.



## OUR COMMANDERS-4

**CAPT. K. M. MATHEN**

"FREE man can be led, he cannot be pushed. It is easier to pull a chain than push it in the direction desired—it is the same with a group of people". So reads this piece of philosophy which is under the glass on the desk at London Airport of Captain K. M. Mathen, Flight Superintendent, Western Division.

On January 1, 1940 Kandathil Mathen had his first flying lesson in a Gypsy Moth. Even at that time, in his opinion, flying instruction was very expensive and the approximate cost was Rs. 40 an hour.

By April 1940 he had qualified for his A licence and in 1943 joined the Indian Air Force. He received further training from Royal Air Force instructor and most of his war service was seen in the area of the North West Frontier Province. By the end of the war he was flying Spitfires and in view of his qualifications and experience got an early release under the Class B system and joined Air-India Ltd. (Tata's) in 1946.

**FIRST FLIGHT**

He was therefore one of the first of a batch of post-war pilots recruited from the Indian Air Force to join Air-India. His first flying experience with Air-India was on Twin Beech Expeditors, followed by DC3s, Vikings and then followed the pattern of all our equipment to the present day jets.

His first commercial flight outside India was on an Air-India charter to Europe in 1950. Many will recall this as the Holy Year for the Roman Catholics and there were several charters taking Indian pilgrims to Europe. This involved being away for as much as 28 days at a time and visiting some of the lesser known airports of Europe, such as Barcelona, Toulouse, Lisbon, Naples, etc. In the following year Captain Mathen piloted a charter DC-4 to Australia and New Zealand.

**AUSTRALIA REVISITED**

On February 1, 1952 he was transferred to Air-India International and the next major step in Captain Mathen's career was in 1956 when he was made a Chief Pilot and posted to Singapore. He lived in Singapore for two years during which time of course he had several opportunities of revisiting Australia. Incidentally, he ranks Sydney as being his second favourite city.

1960 saw him and four of our senior pilots off to the Boeing Company in Seattle for training, and having spent three months there he piloted our second Boeing aircraft, VT-DJI 'Nanda Devi' from Seattle to Bombay.



CAPT. MATHEN

In 1961 he came to London and together with his wife and three children he has lived in Whitton, Middlesex since that time. He enjoys living in the U.K. very much and considers it to be perfect in all respects and he even approves of the English weather.

**'HEAVY READING'**

Since the days of his education at the Christian College in Madras where he obtained a Natural Science degree, he has always shown a great interest in the more serious side of life. He does a great deal of 'heavy reading', as he describes it, and is proud of his library, which has books on philosophy, politics, management and other fields of human endeavour.

He also has a great interest for any technical matter, but he has to admit that his recent entry into the cine camera and home movie field has so far not been very successful.

Like many of our senior Commanders it has been his privilege

from time to time to fly many VIPs from all walks of life. The Prime Minister of India has been his passenger on many occasions and he was in command when the President of India visited the United States in 1963. Madame Soong was once his passenger and Captain Mathen was honoured to be in command for Mrs. Jacqueline Kennedy's visit to India.

As is customary on many of these VIP flights mementos are given to the crew and Captain Mathen cherishes his many different souvenirs. One of these, which always causes conversation, is a tie he was given by an Egyptian Field Marshal which carries the head of Nefertiti and is the official tie of the Egyptian Air Force.

**IN HIS FOOTSTEPS !**

Today with 16,000 hours to his credit, Captain Kandathil Mathen is basically satisfied with his achievements in life.

However, he is not 100 per cent certain that his life has followed

exactly the correct pattern. He feels that if he was absolutely certain his wish would be for his son, now aged 12, to follow in his footsteps.

This desire, which he feels should be natural, he says, is absent and as a result he has a great wish that the opportunity to fly should be more readily available to the young from all walks of life.

The prestige and status of careers in aviation, especially as pilots, would then be higher than it is and it would attract more youngsters.

However, he is anxious to encourage his son to be as keen as he is on technical matters as he is a firm believer that a technical training is essential in this age for any young man, irrespective of what his ultimate goal or desire may be.

Having flown on Air-India's routes and having operated the

(Continued on page 11)



## INSIDE

## USA

Geno Delfino

**MR. Clyde M. Deacon, Air-India's District Sales Manager in Kansas City, Missouri, was recently named AIRLINE MAN OF THE YEAR by the Knute Rockne Club of America, for his outstanding contribution to air travel.**

The presentation was made at the annual Knute Rockne Testimonial Dinner on March 5, 1964, at the Phillips Hotel in Kansas City.

The award was presented by David Condon of the Chicago Tribune newspaper.

The award capped a long career in the transportation field for Clyde who started with the Milwaukee Railroad in Chicago in 1940, where he held various positions from Rate Clerk to Passenger Agent and Tour Conductor. In 1957, Deak (as he is known to his friends) joined Lufthansa German Airlines in Chicago, as Sales Representative covering the Chicago Loop area, southern Illinois and Indiana. In 1959, Lufthansa promoted Deak to District Sales Manager for Kansas City covering five states, Kansas, Missouri, Nebraska, Colorado and Wyoming.

In 1962, Deak was called into service by our Maharajah, and opened Air-India's first district sales office in Kansas City. We are all very proud of Deak's achievements, and wish him many good years of continued success.

David Malelu, District Sales Manager of Port of Spain, recuperating from Trinidad's Carnival Season, reports Air-India's intention to crown a Maharajah and Maharani of the Carnival Festival for 1965... that's fine David, now what about a Maharajah Calypso King.

George Bobby, Sales Representative for our San Francisco office, sends us this interesting story that rates a BRAVO in the "Air India Does It Again" category.



This photograph, taken during an interline luncheon in New York, shows M. J. Martinez (3rd from L.) and Sheila Gulwani (4th from L.) from our New York office.

"Father Brocker, M.S.C., went to Jakarta as a Dutch Missionary to help the poor of the Far East. He mastered Indonesian and French and taught all over Indonesia as a member of the Sacred Heart Mission. When World War II came along, Father Brocker was taken prisoner in 1941, and not released until the end of the war. His freedom was arranged by Mr. Chester Milofsky of Pasadena, California. In January, 1964, Air-India helped Father Brocker fulfill one of his cherished hopes and ambitions by carrying him to the United States on his first airplane trip. Naturally, Father Brocker's first thought in the U.S. was to contact Chester Milofsky who helped to get his release from prison. After a hectic 10 days of attempting to contact Mr. Milofsky, Air-India helped to reunite these two men once again. Father Brocker sends his sincere thanks to Air-India for a fabulous first flight, and his blessings for a continued successful airline. By the way, Father Brocker is now an Honorary Maharajah."

Mr. Indur Kewalramani, District Sales Manager of San Francisco, reports that Indian farmers in the California region recently donated grape cuttings to Indian farmers in Punjab. Three shipments of grape cuttings totalling 5,000 in all were shipped jointly by American Airlines and Air-India from San Francisco to New Delhi via New York.

(Sitting from L.) Sita Mehta, Zareen Dhondy, (Standing from L.) V. Pai, A. Chauwalla and Usha Soota gather around "The Maharajah" at Kennedy International Airport following their arrival in New York to serve as Indian Hostesses at the World's Fair.





# Exclusive

## DANGER! FRAUD AND FORGERY AT WORK

By W. D. C. Erskine Crum, Manager, India, B.O.A.C.

THOSE of you who have access to the International Press may have read recently that BOAC's Security Force are spearheading an IATA-inspired drive against Fraud and Forgery of airline documents which carry a cash value.

Not too long ago a group of international swindlers, whose nefarious activities spread to smuggling and currency manipulation, decided that the airlines and their agents were fair game. They began operations by stealing ticket stocks and selling them, more often than not at less than face value.

Later they moved in on Travel Agency Houses, particularly the smaller ones operating on a shoe-string and of questionable moral principles. An employee would be planted, an improvement in legitimate business would be soon apparent, and then—over a period of a few days a large number of tickets would be issued and the 'employee' would decamp with the proceeds!

You might well ask how this sudden increase in business could be effected by a small-operator Travel Agent. We on the Indian sub-continent have only to look at the stream of emigrants from the Punjab and from Pakistan for one answer.

It is on the cupidity and avidity of man that the swindler largely relies for his revenue. Whether man was born honest and later subverted or *vice versa* is a philosophical argument in which I do not propose to embroil myself. But I think no one will deny that a bargain, if available, has been an attraction since Adamsday.

### NO BARGAINS

Within IATA there are no bargains. You cannot sit and haggle over the price of a ticket. At least the rules say that you cannot. But the rules get broken by the people that make them.

Commission is intended as a reward to an Agent for his time and effort, in selling a ticket which he is supposed to retail at an universally agreed price. Commission is not intended as a method by which customers can buy at the bargain counter. But unfortunately it is too frequently used for that purpose.

So it is by aiming at the self-exposed Achilles Heel of the Industry that fraud and forgery largely succeeds. The Industry has itself opened the man-hole

to the sewers down which its profits may be flushed in lumps of hundreds of thousands of pounds, in lakhs if not crores of rupees. It's not too late to close and seal it for ever by concerted honest effort.



MR. CRUM

There are other outlets for the swindler. Forged documents for one. Purchases on credit, particularly UATP, for another. Lack of vigilance and slackness of airline staff for a third. Buying into or up Agency Houses for a fourth. And many more.

How can you and I play our part in frustrating these extremely clever people?

By being scrupulously honest and unhesitatingly suspicious of the smallest irregularities.

By constantly checking the security of our own tickets, MCO's etc. in our own offices and in those of Agents to whom we have issued stocks.

By refusing to transfer to our own paper the value of other operators' documents without legitimate transactions.

By ensuring that the stringent rules covering the issuance of MCO's are rigidly observed.

By honouring MCO's only in the manner specified.

By refusing cash refunds, in part or in whole, of other operators' documents.

By scrutinising documents, already issued, for any alteration, remembering that the most obvious one may be a blind to a larger forgery.

By reporting at once suspicious incidents—however slight—other staff and officers may be able to supply the missing pieces of the fraud jigsaw puzzle picture.

I would like to give you detailed examples of how these swindlers work, whether they be syndicated or free lance, but one of the elementary rules of warfare is that you do not broadcast to the enemy the scale of your own intelligence. Yes, warfare it is, the casualties of a single battle amounting to anything between twenty and two hundred thousand—pounds sterling that is.

### STAND UP POLITELY

One last word of advice. Unpleasant and debasing as abuse is, stand up to it, politely and calmly, so long as you are convinced that right is on your side. Human reaction to abuse is another weapon in the professional swindler's constantly changing armoury.

### CAPT. MATHEN

(Contd. from page 9)

charters to Europe in 1950 and to New Zealand in 1951 there are not many places where Captain Mathen has not flown during the course of his career. However, he does hope that one day he will be able to put South America on his personal map. He, like many of his colleagues, finds flying in Europe and the West most interesting and praises the facilities at the major Western airports, especially London. The 1049 flights from Delhi to Moscow, despite some of the technical difficulties, he considers were some of his most interesting flying hours.

In his mind jet flying over the Atlantic today is the last word in commercial aviation and prestige of an airline and he thinks it will continue so and will remain highly competitive until the arrival of the supersonics. His wish is that he will be able to experience SST flying and he is at present extremely interested



WISE

The steward serving cocktails on a flight over the polar routes knows how to shoot a seal and serve it for dinner—and can build an igloo if necessary. IATA says this last skill is the final test before airline cabin crews are considered qualified to operate the aircraft which regularly cross the pole. This shortest route between the hemispheres is becoming increasingly popular in linking Europe to North America and the Far East.

IATA says that research—the imagination of air transport—is still far ahead of operational aviation. A new hypersonic wind tunnel, for instance, generates such extreme wind velocities that an aircraft flying at such speeds could cover the distance from Los Angeles to New York in 16 minutes, and could fly around the earth in 2½ hours.

Today's jets fly at altitudes in the neighbourhood of 40,000 feet. One of the advantages is that they fly over a great deal of the weather, high above the cloud in smooth air and sunshine. One result is that it is possible to fly the North Atlantic without ever seeing the ocean.

France took a leading part in the early development of aviation. This is borne out by the fact that many aviation terms are of French derivation; aileron, pilot, fuselage, nacelle, aeronautics and empenage are examples.

Space satellites circling the earth will one day aid long-distance airline flights by helping to find favourable fast moving jet streams and mapping high altitude storms, says IATA.

in the planning, both operationally and technically, of this new and exciting venture towards which he thinks the aviation world is rapidly and rightly moving.

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Mrs. Vijayalaxmi Pandit, Governor of Maharashtra, inaugurated in Bombay the 16th A.G.M. of the Aeronautical Society of India. The photograph shows (from L.) Mr. J. Alva, Air Marshal Engineer, Mr. V. G. Gadgil, Controller of Stores and Purchases, Miss Anjali Kadam, our Receptionist and a social worker.

Sultan Fadhle bin Ali al-Abdali, Aden's Minister of Defence, hands over the runners up trophy for men's doubles to Mr. R. K. Narpat Singh.



A Cocktail party was recently held in Nairobi to introduce Mr. H. K. Malik (R.) to airline representatives, travel agents and press and to bid farewell to Mr. P. A. Rodrigues.



Ingeborg Ribbe, Reservations Manager, Germany, recently came to Bombay for training in Tariffs Section and discussion of reservations problems at CHQ.