

# Magic Carpet

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An IBM model 1460 Computer is at present being installed in our Accounts Department. Photograph shows (from l. to r.) Mr. K. M. Naik and Mr. R. R. Pavri of Electronic Data Processing Section with an IBM Engineer near the Console.

## A-I TO USE COMPUTER

Our Accounts Department will switch over to Electronic Data Processing when the new IBM 1460 Computer goes into operation by early January 1966. The commercial Computer which is the second of its kind in Bombay is now being installed at Santa Cruz.

Mechanisation was introduced, way back in 1948 with the Hollerith unit record equipment. This conventional equipment which was replaced twice has served us well in the past, but is now outmoded with the immense strides made in the field of Electronic data processing. The bulk of this conventional equipment would be replaced by the IBM Computer, but some units would be retained for smaller jobs which cannot be switched over economically to the Computer.

The total cost of the Computer is about Rs. 25.60 lakhs; however, the foreign exchange content, will only be about 25% of the capital cost. The IBM model 1460 Computer

consists of a Main Processing Unit, Input/Output Unit, Console, Printer, a Card Read Punch and four magnetic tape units. It has a memory of 12,000 core positions and can print at the rate of 600 lines per minute.

"With the increasing workload", Mr. N. J. Pavri, Financial Controller, told the Magic Carpet, "we were faced with two alternatives. Either replace the ageing Hollerith machines with similar conventional equipment and go on using the same cumbersome process or instal a Computer which can do the same work much more quickly and efficiently. We chose the Computer, which was an obvious choice".

(Contd. on page 9)

## I. O. C. Fuel For AIR-INDIA

At a special function at Santa Cruz Airport, Bombay, on November 1, 1965, our Boeing 707 'Makalu' was refuelled by the Indian Oil Corporation. It marked the entry of IOC in the civil aviation field. The aircraft later left on a scheduled service to Nadi via Madras, Singapore, Perth and Sydney.

Speaking on the occasion, Mr. B. R. Patel, our Vice Chairman and General Manager, congratulated IOC and said that it was appropriate that the first civilian aircraft refuelled by the IOC should be that of Air-India. He pointed out that these two public undertakings were facing intense international competition and added, "I do believe that efficiency re-

(Contd. on page 2)

Seen at the IOC function are (from l. to r.) Capt. K. Vishvanath, our Director of Operations, Mr. P. A. Gopalkrishnan, Chairman IOC and Mr. B. R. Patel, our Vice Chairman & General Manager.



## FROM THE General Manager

I have not written this column for some issues. There is really no excuse but an explanation is that things have been somewhat uncertain and I thought I would write when situation was clearer.

We have obtained loans from the Commercial Banks in U.S. and have placed orders for two more Boeings. The ninth aircraft which will be a 320B will be received in September next year and the tenth in December 1966. We are actively examining whether the tenth aircraft and the subsequent ones should be of 320C series. The growth of cargo on most routes is at a higher rate than the growth of passengers and we already find that we are hard-pressed to find cargo space on some sectors. That is the main reason why we are now examining the economics of going over to the 320C series. We may also need more cargo space when SST aircraft which will have much less cargo space, are introduced on our routes.

The operating plans for the next year are now almost finalised and there is practically nothing new in them. The plans provide for more services on the existing routes. It is only when we have all the ten aircraft in operation that we can take on new routes. Next year we plan to have one more service to U.K. and two of the UK-USA services will go through Teheran. It is proposed also to increase services to Nairobi and Sydney.

*B. R. Patel*

B. R. Patel





Miss Zainab Bte Mohd. Din, our Sales Representative, Kuala Lumpur, who was on a basic course at our Training College last month contributed Rs. 100/- to our National Defence Fund from her allowance. "This is something personal", said Zainab, who is the first Malaysian Sales Representative to be employed by Air-India.

## IOC FUEL

(Contd. from page 1)  
sults from competition. This was proved by the progress made both by Air-India and IOC."

Mr. Patel said that Air-India had accepted the IOC offer not because it was Indian but because it was equal in all respects—service, efficiency and price—with other suppliers. In fact, Air-India has been able to obtain price reduction because of IOC. Air-India buys about 75 million litres of aviation fuel in India annually. Of this, 30 million litres would be purchased from IOC. Mr. Patel stressed that there was tremendous scope for IOC in civil aviation field.

Earlier Mr. P. A. Gopalkrishnan, Chairman of IOC,

inaugurated the service by cutting a tape on the refueller. He thanked Air-India for giving a portion of its business to IOC and said, "We hope our service to Air-India will be as good as its service to passengers". He pointed out that IOC had been supplying aviation fuel to the Air Force for well over a year. The Corporation would soon be supplying fuel to IAC and other international carriers as well.

Among those present at the function were Captain K. Vishvanath, our Director of Operations, Mr. N. D. O'Neal, our Engineering Manager, Mr. P. D. Baliwala, our Chief Engineer (Technical Services) and Mr. Om Sawhney, our Chief Maintenance Engineer.



**MR. T.Y.C. Rao** who recently joined our Accounts Department belongs to the Indian Revenue Service and is a senior Assistant Commissioner of Income-tax. On deputation from the Government of India as Officer on Special Duty, Mr. Rao will be responsible for organising our Tax Section and dealing with our Tax problems.

An M. A. from Madras University, Mr. Rao joined the Income-tax Department in April 1947. Since then he has served in Bombay, Calcutta, Delhi and Madras. He was Assistant Commis-

sioner of Income-tax at Guntur before coming to Air-India.

"I knew I was going on a deputation, but didn't know it would be an airline", said Mr. Rao.

## ON THE JOB:



**MADHUKAR Mathure** is one of our senior Traffic Officers at the busy Santa Cruz Airport. He has spent 20 crowded years at this aerial gateway of India watching the story of India's scheduled air transport unroll itself. Aircraft like the Dominies and Beechcraft which he handled in the 'forties now appear to belong to another age—an age of leisurely travel and unhurried departures.

"Traffic handling has become a strenuous job", says Mathure. The sheer volume of traffic and the need to maintain tight schedules impose considerable strain on traffic staff, particularly the Duty Officer, who must ensure that everything goes with a clockwork

precision, from check-in to take-off. This requires tact and patience of job and above all a capacity to work under unrelenting pressure and take quick decisions.

Madhukar Mathure, 45, has more or less grown with the job. Sincere and self-effacing, he never gets flustered and can handle the most difficult situation with a calm assurance and quiet efficiency. "He is one of the most good-natured persons I have met. He just doesn't get rattled", says a colleague who has worked with Mathure for many years.

Married with two sons, Mathure spends his holidays quietly at Matheran or Mahabaleshwar.



**G. V. SIVASWAMI**, Operations Superintendent (Technical), has the veteran's pride and a sense of achievement in his job. Having spent 23 of his 27 years with Air-India in the Operations Department and done everything from performance analysis and time-tables to flight planning in Air-India, he is regarded as an authority on airline operations.

An expert on airports, air traffic control, radio and visual aids, weather minima for instrument procedures—in fact the whole gamut of flight support services—Sivaswami has represented Air-India since 1950 on various IATA and ICAO Technical Committees which laid down operations procedures at international airports.

In 1963 he was elected Chairman of the South East Asia Technical Panel of IATA. He was the first non-flying staff to hold a second class navigator's licence and has flown a total of 635 hours as a navigator on half a dozen types of aeroplanes.

Sivaswami, 50, belongs to a generation of dedicated aviation enthusiasts who have spent a lifetime, in working behind the scenes, laying down procedures and minimas to make air transport safer, not only in this country but in the international field as well. A man of varied tastes, Sivaswami is an accomplished musician and is interested in philosophy.



# Prevention of Malpractices

By B. R. PATEL,

Vice Chairman and General Manager, Air-India.

**AT the 17th Annual General meeting of the International Air Transport Association in Sydney, in 1961, I did some plain speaking on malpractices indulged in by some of the member airlines. In the process I cast a few stones, rather unwittingly, at the glass houses of some of the delegates, including my own. When we gathered at Dublin the following year, all of us arrived at a Gentleman's Agreement to abide by the regulations of IATA. Later the Presidents of European Airlines met in Europe and formed a Vigilance Committee to curb malpractices among airlines operating in Europe.**

Since then, according to the Director General's report to the Executive Committee in Geneva in June 1964, the situation has improved somewhat. The revenue from fines which in the past had reached a maximum of \$800,000 per annum, has now shown a marked decrease. The Director General pointed out that indications are that in the immediate future fines will not total more than \$300,000 to \$350,000 per annum.

## Lip Service

In the Director General's view this was attributed first to the concerted action taken at the Dublin AGM, second to the reduced fares now in effect in many parts of the world and third to the closing of the gap between capacity offered and capacity sold. The level of rebates revealed by Tests Ticket Purchases had also shown a substantial decline. But I still feel that in spite of the Dublin agreement and the Vigilance Committees formed in Europe to combat malpractices, some of the IATA members continue to pay only lip service to the Dublin agreement and flout IATA resolutions whenever they can. The spirit of Dublin has begun to vanish and the Gentleman's Agreement is being deliberately breached by some airlines.

Sometime ago, South America was the hot bed of malpractices, under-cutting, rebating, and big-time racketeering in airline tickets. Lately the pendulum has swung to

the East of Suez, particularly the Middle East which has today become a veritable pit of corruption where IATA approved travel agencies and airlines make nonsense of IATA resolutions.

## Categories

The malpractices in the East fall into four broad categories — straight discounting, provision of free and extended layover facilities discount in foreign currency and free transportation to agents and promoters. While the Middle East is the worst affected area, Europe and South America must also take a fair share of blame. In Europe the malpractices normally centre round cargo shipments, group travel and charters. In South America the airlines and the Travel Agents exploit to the fullest possible extent the fluctuations in the currency of some of the South American countries.

Of the different rackets practised all over the world, perhaps the most ingenious and extremely lucrative is that of illicit "jobbing" of airline tickets which was first discovered in 1961. I know IATA Members are not to blame for this state of affairs, but I mention this to include an important malpractice that has set in in the industry.

The fraudulent misuse of tickets is done by a single international Syndicate. The syndicate purchases the stolen tickets at a large discount and sells them to the public at a lesser but still substantial



Mr. B. R. Patel

discount. One of the most common of human foibles is the urge to get something for nothing or obtain a good bargain. The person who purchases a ticket at a discount is also buying trouble. If detected he loses his passage, is deprived of his travel documents and has to seek such redress as he can from the Travel Agent.

## Fraud Prevention

When IATA heard of this it immediately set about putting its defences in order. A comprehensive fraud prevention organization was established under a full-time Fraud Prevention Officer. As a result of IATA's efforts, the small-scale operator — often a dishonest employee of an airline or Travel Agent — has been virtually eliminated. What remains less easy to detect and combat is the large-scale theft of airline tickets.

There is another class of traveller, however, which deserves both protection and sympathy. This is

the would-be emigrant, often illiterate or semi-literate, who falls an easy prey to unscrupulous operators. His lot is often pitiable. This is particularly true in India. Even if his ticket and forged travel documents pass the scrutiny of officials at his departure point, he may well face deportation when he arrives at his destination. In either event, he probably loses his entire life-savings and is liable to criminal action in the bargain.

## Policy

Since prevention is better than cure, let us see how IATA can prevent these malpractices. While IATA has done and is doing a splendid job in curbing malpractices in the industry, the enforcement policy of IATA could be improved. There are to date 36 Enforcement Officers stationed in North America, Central and South America, Europe, Middle-East, Africa and Asia. With a few exceptions, most of the officers are Europeans or Americans, who are unable to operate as undercover men in areas like the Middle-East because of the language problem. In fact in these areas deals are put through under the very nose of the Enforcement Officer. It is my view that Enforcement Branch of an international organisation such as IATA should make it a point to engage more men from Asia and Africa. This will enable the enforcement branch of IATA to cover the areas under their jurisdiction more effectively without being detected.

Another shortcoming that seriously comes in the way of investigation is the fact that the enforcement branches are terribly understaffed. IATA has now 36 officers covering 5 continents. Take, for instance, our area. There is only one Enforcement Officer based in Bombay. It is physically impossible for him to police efficiently

such a vast sub-continent as India where malpractices present a serious problem.

Their mobility is another handicap. The enforcement Officers stationed in various parts of the world cannot move out of their stations to investigate a particular incident in a particular area within their jurisdiction without first obtaining a clearance from the Chief Enforcement Officer in New York. This I am told takes anything between 20 and 30 days to obtain.

## Drastic Remedies

If laws are to be enforced, they must first of all be accepted by people at large. The same applies to agreements of international bodies like IATA. We have rates today which enable individual operators to offer illegal discounts up to 20%. If the rates were more realistic, the work of the Enforcement machinery would have been easier, because the margin available for under-cutting would be smaller and larger discounts could not be offered.

The malpractices have been on the increase and have now assumed such proportions that we may soon reach a point where an airline must decide to commit malpractices or go out of business. Malpractices have sprung up in areas which were once absolutely clean. Where even an overnight bag was not given to a tourist passenger except on rare occasions, today 10%, 15% and even 20% rebates are normally given, depending on the stage length.

Drastic situations require drastic remedies. We as members of IATA who have taken the pledge to uphold the principles of IATA, must put our heads together not only to devise ways and means to re-draft the fare resolutions so as to make them reasonably foolproof, but also to launch a major campaign to clean up our own selling organisations.

(by courtesy "Airlines")



## Our Commanders - 15

## CAPT. Y. MAHAJAN

AS the Dakota approached Dum Dum Airport, the pilot saw a massive build-up of clouds against the pallid night sky. He caught flickering glimpses of runway lights through the rain storm and knew that he would have to land through the dreaded Nor'wester squall. Not a pleasant prospect after 13 hours of more or less continuous flying sorties between Gauhati (Assam) and Calcutta.

Thrice he was almost swept off the runway by a 40-knot cross wind and blinding rain. As the freighter staggered into the air for the fourth time, the fuel was down to 20 gallons and disaster seemed almost certain.

"It was the most hair-raising experience of my life", reminisced Captain Yashvant Mahajan as we sat talking on the balcony of his comfortable Juhu flat. The incident occurred in early 'fifties when he was flying for Airways (India) in Calcutta. "Compared to those days, flying a Boeing 707 now is like working in an office", he added.

Like all professional pilots, Captain Mahajan is a man of meticulous habits—a trait which,

he says, he inherited from his father. "He was an engineer and wanted me to be one", said Captain Mahajan, "but somehow I thought engineering was a dull profession." It was science which appealed to young Yashvant who after taking his B.Sc. degree from the University of Bombay, chose flying as a career, "because it offered such exciting possibilities".

He persuaded his father to send him to the Air Services Training School at Hamble, England, in 1948 where he passed, with distinction. He was among the first batch of pilots to graduate from the school with an Air Transport Pilot's Licence under the new ICAO standards and was pro-



bably the first Indian to hold such a licence.

From Airways (India), Captain Mahajan came to Air-India in 1953. Since then he has flown on our entire route network. Last August, he returned from London after a three-year posting. Curious as it may seem, he has remained untouched by the bonhomie of international living. A confirmed individualist, he shuns the social round. "I am a bad mixer", he said. "Though, mind you, not a bad host", he added smilingly.

With his close-cropped hair, quiet grey eyes and a serious manner, Captain Mahajan is different from the gay, cavalier and dashing popular image of a commercial pilot. He takes his responsibilities as a pilot and as an individual pretty seriously and finds that his professional habit of 'thinking ahead' has saved him from unpleasant surprises, even in life.

As a pilot, he finds the prospect of flying supersonic airliners exciting, but thinks that the enormous cost of SST

would be quite out of proportion to its benefits to the travelling public. Instead, he believes, the money should be spent on making aeroplanes cheaper to operate and thus bringing flying within the reach of common people.

A voracious reader, Captain Mahajan reads scientific journals, biographies and philosophy. He says he has hardly read any fiction in his life except a few books of Somerset Maugham. He is a keen photographer.

K. S. Mhatre

## OUR 1966 CALENDAR



SUN	MON	TUE	WED	THU	FRI	SAT
30	31					
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29



Valiant men of Saurashtra



Himalayan Buddhist Idols

OUR calendar for 1966 maintains the tradition of presenting India's image to an international audience. While in the past we have relied on well-known Indian artists to present this image through their paintings, this

time it was decided to use colour photographs portraying India through its many faces.

The task of choosing 12 photographs from thousands submitted by several foreign and Indian photographers was by no means easy,

but the panel has done an excellent job. The choice was guided by the need to cover as broad a spectrum of Indian life as possible. The photographs range from beautiful village maidens to religious idols.





"Mark my words, Finchley, I'll get 'on-time' departures even if we have to schedule all flights two hours late!"

(by courtesy "between ourselves")

## Reorganization in Engineering

**C**ERTAIN changes in the organizational structure of our Engineering Department have been announced recently. The reallocation of responsibilities is intended to streamline the functions of each division in the Department.

Mr. K. G. Appusamy, Director of Engineering, as head of the Department will concentrate on matters of policy and future planning while the day to day running of the Department will be handled by Mr. N. D. O'Neal, Engineering Manager. Apart from assisting the D. E., Mr. O'Neal will be in overall charge of Production, Maintenance, Overhaul and other allied functions of the Department.

Mr. D. K. Dutt, Dy. Engineering Manager will continue to be the Chairman of Provisioning and Modifications Committee. He will be responsible for procurement of materials and equipment and the related budgets. He will also deal with Boeing and other companies in USA and UK and assist the D.E. and E.M. on specific assignments.

Working with Mr. O'Neal will be the three new Chief Engineers and the Works Manager — Mr. P. D. Baliwala, Chief Engineer (Technical Services), Mr. D. P. Nimkar, Chief Overhaul Engineer, Mr. Om Sawhney, Chief Maintenance Engineer and Mr. B. A. Swami Rao, Works Manager.

Mr. P. D. Baliwala, who was Chief Inspector until his promotion to Chief Engineer (Technical Ser-

vices) will be responsible for the activities of the Standards Division, which is concerned with matters of air worthiness. He will also be in overall charge of technical development, defects investigation and training and licencing.

Mr. D. P. Nimkar, former Superintendent, Power Plant Overhaul Division, has been named Chief Overhaul Engineer with the added responsibility for the Ancillary Overhaul Division.

Mr. Om Sawhney, former Dy. Chief Inspector, has been appointed the Chief Maintenance Engineer with responsibility for Line and Periodic Maintenance and Components Overhaul and Field Service (formerly Base Engineering).

Mr. B. A. Swami Rao, who was hitherto Works Engineer has been appointed Works Manager and will be in overall charge of the Works Engineering Division, including workshop and building expansion programmes.

Of the six new Superintendents, Mr. P. E. Menezes will be in charge of maintenance and overhaul of Super Constellations of the Air Force. He will be responsible to Mr. Om Sawhney. Mr. M. P. Kharik succeeds to the post of the Chief Inspector. Mr.

## BUDGETARY CONTROLS

by C. L. Sharma, Asst. Controller of Accounts

**I**N the highly competitive field of international air transport which is characterised by wide fluctuations of fortune, an airline has to build a sound financial base if it is to succeed. The only way this can be achieved is by creating an effective system of budgets and budgetary controls. The primary objective of these controls is the judicious utilisation of available resources.

The Budget Section of Air-India which was set up in mid-1962, has endeavoured to collect, consolidate and present to the management at all levels, data which will help them in assessing the extent of the available resources and plan their effective utilisation.

The Budget Section is a small section of only four persons. The size has been deliberately kept small, since a section which advocates economy in expenditure has to set an example in economy.

In order to obtain the maximum possible co-operation from everyone concerned, we set about introducing new budgetary procedures and controls gradually. It has been our belief that all such controls, in order to be effective, have to be self-imposed. We have, therefore, taken care all along to present our objectives in such a manner that station heads and other officers are themselves convinced of the need for such controls. In this direction, I am glad to say, we have been, by and large, quite successful.

In 1962-63, we made a modest beginning by introducing budgetary control over some of the items of expenditure incurred at the outstations. We have been gradually expanding this from year to year. At present the entire expenditure at all our outstations comes under the purview of budgetary control.

These controls are mainly exercised by making budget allotments to the spending Units against the various items of



Mr. Sharma

expenditure and by watching the progress of their actual expenditure through quarterly reports submitted by the stations. We are trying to work out, from the data received by us the profitability and performance ratios of our stations.

It is our intention to provide every station with the working results of all other stations so that by a system of mutual comparison a spirit of healthy competition may be generated for achieving better results. Since information of this kind will be made available periodically, the stations will also be able to compare their performance during any particular period with their performance in the past. Such reports are also expected to be of considerable benefit to the Management.

So far the accent has been on introduction of these procedures in respect of outstations. It is intended to gradually extend these to cover all the main departments in Bombay as well and a start has already been made in this direction.

### Do You Know That:

- Our mail revenue target is three crores for 1965-66?
- Our Managers — God bless them — increased the mail revenue by 25.3% in September as compared with August 1965.  
UK increased its mail revenue by Rs. 1.08 lakhs, Italy by Rs. 0.74 lakhs, and third in the race was Germany which increased its mail revenue by Rs. 0.46 lakhs.
- The Corporation's mail revenue further increased by 10.5% in October as compared with September 1965.
- Bumper loads are anticipated in the Christmas & New Year Season.

The Mailman

(see also page 11)





First Class passengers being served a non-vegetarian meal on our flight.

**T**RAVELLING at 10 miles a minute and eight miles up in a giant jet is strictly passe these days. With IATA regulating everything in the airline industry from the size of sandwiches to air fares and the equipment operated by airlines being virtually identical, the area of real competition is restricted.

But you are "in" with the jet set if your criterion for selecting an airline is convenient schedules, frequency of flights, air safety record and standard of in-flight service. If it is, you gain an important point in the game of one-upmanship. No other form of travel requires

the same degree of organisation and careful planning as that which faces Air-India's Catering Section.

#### Catering Problems

Cooking good food is as much an art as the making of good music. Every year Air-India provides thousands of pas-

sengers with gourmet food under conditions which may well dismay any chef or housewife on the ground. No restaurant or hotel in the world has to contend with hours that vanish abruptly or repeat themselves, as they do when jets skim through different time zones; with the need to serve food that is tasty

#### V. S. Bakshi

**M**R. V. Satyanarayanan Bakshi, 35, our new Catering Superintendent is an acknowledged authority on vegetarian food. He has devoted the greater part of his life to mastering the art of cooking. As a child, much to the annoyance of

his mother, he would sit for hours in the kitchen and watch her at work. He would then experiment with different dishes in her absence.

This passion for cooking did not however prevent him from completing his

education. An M.A. from Bombay University, Mr. Bakshi also holds a Law degree. In between, he spent nearly 11 months travelling in the country sampling a great variety of food and experimenting with new dishes.

He was elected a judge at the Indian Vegetarian Congress in 1964 and has prepared food for some of the most eminent persons in the country, including the President of India.

He plans to introduce nearly 400 new vegetarian dishes on our flights and from January 1966, the menus will be changed frequently. Some of the new vegetarian dishes have already evoked favourable comments from passengers.

# Eating

without being highly seasoned or with a strong odour; with the fact that diners cannot take a stroll after eating to aid their digestion; with the problem created by an extra-dry pressurized atmosphere.

No dining room on the ground has to accommodate so many people with so many different national and religious preferences in so small a space and so

plane. They suddenly assume a hitherto unknown flavour. Certain sauces are difficult to bind so that they will reheat.

#### Stomach time

Time differential plays a very important role in the preparation of our meal schedules. The clock and the jet conspire to make nonsense of our meal schedules. While common sense dictates that



short a time, so far away from the source of supply as an Air-India Boeing 707 on an international run. Yet these and a good many other culinary problems are solved so efficiently every day by the world's airlines that few, if any, passengers realise that these problems ever existed.

Bacon, French fries and waffles can't be cooked so that they will hold up. However, hot cakes can be handled satisfactorily. Here time is the factor rather than altitude. Certain dishes undergo a metamorphosis in a pressurized

serving of at least major meals should be based on "stomach time", in actual practice this is not so. On Air-India's westbound flights passengers from India would like their lunch when it is appropriate to serve breakfast to those embarking at Continental Stations. Flying West a passenger would be served breakfast when actually it is time for his early morning cup of tea. In order to cope with the situation we have to consider the time when the meal is served, the convenience and needs of the





# n the Air

## 8 miles up

passengers joining at intermediate stops, the local time at the next Air-India stop and the time the passenger will have his next meal.

For instance, most of the Air-India westbound flights arrive in London at 11.00 a.m. (British Summer time). Based on "stomach time", it is already past lunch time for passengers embarking at stations east

fruits" or "Sherry-Champagne Apetizers"—between the first Continental stop and London. The passengers deplaning at London do not miss a major meal since it is well within lunch time. For those who are bound for New York a gastronomical meal is served on board.

### Rich Variety

On the longer East-West journeys when passengers

Air-India's cuisine offers passengers a rich variety of select meals and vintage wines. Yet unlike any other airline, Air-India also caters to passengers strictly vegetarian with the choicest Indian food which Air-India alone knows how to prepare.

Air-India has employed leading caterers all over the world to provide cuisine of the finest order cooked and prepared to our requirements. Since it is impossible to cater to every individual taste regardless of whether it is dictated by religion or regional sentiments, Air-India have standardised on Continental and Indian meals which include vegetarian and non-vegetarian food. Great thought and care go into the planning of flight menus that would delight even the gourmet, so that no course on the menu is repeated on a flight.

### Menu

The "Maharajah" menu on Air-India's New York/London/New York sector, for instance, offers passengers a choice of French entrees. A typically Indian chicken being served on the transatlantic sector, has become very popular with the passengers. To whet the western appetite, poultry, game and beef entrees and a variety of cheeses are also provided.

The vegetarian menu consists mainly of rice "pillau", vegetable curry, dry spiced vegetables, "Yoghurt", papadams etc. After much experimentation, Air-India have found that the different vegetarian menus cooked with spices, are acceptable to the majority of its vegetarian passengers.



"Air-India's cuisine offers passengers a rich variety of select meals and vintage wines".

Few airlines in the world face more complex problems in catering than we do. The reason is that we must not only provide first rate Continental dishes but also equally good Indian non-vegetarian and vegetarian food. Mr. V. S. Bakshi, our new Catering Superintendent, is seen (left) instructing a chef and (below) checking the effects of reheating on new vegetarian dishes.



of Beirut or Cairo. For passengers joining at one of the Continental stations it is already breakfast time. Air-India offers its passengers a collation—a whole-some "soup-sandwiches-

are travelling against the clock, the question of just what sort of meal to offer becomes very important, specially, as planes touch down to disgorge and pick up more passengers.

### K. B. Nanda

**M**R. KUL BHUSHAN NANDA, our Superintendent, Catering Services, went into catering business because he likes hotels and loves meeting people. "May be it was the showmanship which appealed to me", he said.

After graduating from the University of Punjab, Mr. Nanda joined Oberoi Hotels Ltd., Delhi, where he was trained for a year. In 1956 he went to Scotland and joined the Scottish Hotels School for a two-year Diploma Course.

At the end of the course, Mr. Nanda, worked in various first class hotels in Europe. He was elected a member of Cookery and Food Association, London and has a Certificate of Merit from Foire Aix Haricots-Arpajon (France).

On his return to India in 1959, Mr. Nanda worked



in the Grand Hotel, Calcutta as Asst. Manager, Food and Beverages. He joined Air-India in June 1962.

Mr. Nanda likes to potter about the kitchen at home trying new dishes and new preparations. "My wife hates it", he says.

Mr. Nanda has travelled extensively on our route network and also has visited flight kitchens of several international airlines and wellknown caterers in Europe and America.



## LETTER FROM GLASGOW

**I**T is ten minutes' drive to Loch Lomond from the home of our Glasgow Manager, Jock Dann — a fact which makes many of us whose homes are not so ideally situated slightly envious. Jock Dann moved to Scotland in October 1957 to open our off-line office in Glasgow after two years in our Manchester office. At the time 14 international airlines had their offices in Glasgow and this number has now grown to 23.

There are approximately 80 travel agents in Scotland and the majority of business comes through them, either from the industrial belt in the Glasgow and Edinburgh areas where the chief interests are chemicals, engineering and textiles or from the various professions. A lot of our traffic from Scotland to India also emanates from the tea and jute industries and missionaries of the Church of Scotland.

From a transatlantic point of view selling New York on Air-India from London is difficult when there are direct services from Prestwick, which is only 30 miles south of Glasgow, operated by four

of our main competitors. Another popular service for the America-bound passenger from Scotland is via Dublin, which, believe it or not, carries a cheaper fare. For flights via Iceland the fares are even cheaper.

When our fifth floor office in Jaeger House was first opened, says Jock Dann, there was speculation among the long established local travel trade members as to how long it would stay open. However, it is a credit to our Glasgow staff that they have kept their head above water and at times have achieved excellent results with number of ships' crew bookings.



Jock Dann, our District Sales Manager, Glasgow.

Jock Dann was born in Dunbar. He served in the Royal Air Force for 14 years and, although he does not shout it from the highlands, was one of the 'few' to whom the people in the U.K. owe more than a debt of gratitude. During the war, Jock flew both the fighters and the bombers and was a flying instructor in Canada for awhile. He was awarded a D.F.C. in 1944 while with the Bomber Command. In 1945, he was a test pilot

for the de Havillands.

Invalided out of the Service in 1949, he worked for a short spell with a chemical firm before joining Air-India. Jock and his wife will celebrate their Silver Wedding Anniversary next year. Their daughter, Fiona, has just turned 21. Recently they attended the 25th Anniversary Celebrations of the Battle of Britain and were present at a reception given by the Corporation of London at the Guildhall.

**Assisting Jock Dann is** Jacquie Miquel, who has been with us since the office opened. In consequence she has devised the entire office system and, as she says, if it does not work, she only has herself to blame. In 1963 she was one of the first of our staff from our U.K. off-line offices to go on a course in Bombay.

Jacquie has been to many parts of the world on leave since she has been with us, but unlike a lot of our staff she does not always travel by air. In South America she covered long distances by road. When she visits Australia in the near future, she intends travelling from Perth to Sydney by train in order to see more of the country.

Jacquie has recently been joined in the office by Aileen Clark. Before joining Air-India she was with a medical unit for a few years. She has recently been to London on a fortnight's familiarisation visit to all departments.

Any of our staff who are thinking of visiting Scotland are assured of a warm welcome from Jock Dann and his Lassies. They won't be found in their office wearing kilts or eating haggis, but they can arrange visits to perhaps some of the most beautiful scenery in the U.K. They only wish they had control over the weather!

Trevor Turner

Jacquie Miquel (left) with a passenger and Aileen Clark (right) at work in our offline office at Glasgow.







## BOMBAY CALLING

By PRABHAKAR WAGH

**D**EERAWALL, the festival of lights, has come and gone. The bracing nip in the air heralds joyous days ahead. Shorter days and longer nights seem to have much to do with shorter passenger manifests and longer connecting lists. The incoming passenger coaches appear more full-up than the outgoing. The Tourist is here!

While for the Reservations boys, twiddling thumbs is no longer a mere figure of speech. Bomi Dastoor's IAC Hotel Section boys are having a hard time conjuring up IAC seats and hotel rooms that are not there.

Sameera Ladhahoy was adjudged "The Best Tele-



Sameera Ladhahoy

phone Sales Girl" for the third quarter of 1965, bagging a cash award of Rs. 100. At a glittering staff get-together of various airlines in the city, Sameera received her award.



Frene Wadia

TWA Award Winner, Frene Wadia, is back from a tour of the USA. The hosts seem to have really unrolled the red carpet for their fair guest. With plenty of sightseeing and a wide variety of entertainment it was an "Affair to Remember" to Frene. These TWA people really do some marvellous interlining.

It was a hop, skip and jump sightseeing spree for our pretty receptionist, Shoba Sahni, who recently visited Australia and Fiji.



Shoba Sahni

Possibly learning the trick from the Kangaroo Down Under, she literally leapt from Nadi to Sydney, Sydney to Perth, Perth to Singapore and back to Bombay, all within a span of 9 days. Next time you plan your RBI-regulated 10-day trip, ring up Shoba at our Counter.

Somappa hit the headlines by some record-breaking performances at the local athletic meet. Here is an Olympic Athlete



Mr. Somappa

in the making, if the number of cups and trophies he has won is any indication. Mark this man! Seaman-traffic wizard, Raghu Amin, has "migrat-

ed" to the cooler climes of Poona to take over the reins of office so well handled by Jimmy Meher-Homji, now on leave.

Adi Desai has taken over the run of our busy and bustling Ahmedabad outfit, while Jangoo Bala-poria has his well-earned holiday. What with Adi's resourcefulness, we have no doubt he will make a big hit in the "Manchester of India".

Albert Gonsalves is a busy man thanks to the "legacy" inherited by him from Farid Ahmed, now loaned to Delhi. His organising abilities came into full play when dishing out Maharajah hospitality to the Travel Agents' groups reconnoitering the land before selling it to their clients.

Found in the whirlpool of leave/passage applications is our Admin. boss, Baba Satam. The gimmick of fitting in a hundred-odd leave applications, all before the year runs out is Baba's trade secret. The lights in our Admin. Section burning late into the night, speak of the permutations and combinations juggled out by Satam and his boys.

We struck another quid pro quo bargain with Traffic, Santa Cruz, "bartering" Ayesha Rodrigues for charming Frene Kham-batta. In our midst is Usha Sinha of Personnel to reinforce Gemma Lobo's Tele-Sales brigade. A warm welcome to you, Usha.

## A-I COMPUTER

(Contd. from page 1)

Several months of planning preceded the arrival of the Computer early last month. In fact complete switch over of the jobs at present mechanised, to Electronic Data Processing will not take place until the end of the next financial year. The reason is that before a Computer can produce results, it has to be fed with accurate data in a proper sequence. Since a Computer can only "understand" its own particular language, it is essential to convert the data into Auto-coder programmes. This has to be preceded by a meticulously detailed system analysis of the job to be programmed. The programmes have then to be assembled and tested, followed by the preparation of a master deck (of Punch Cards) which are transposed to magnetic tapes.

The sequence in which the existing jobs on the conventional equipment would be switched over to the Computer would be Payroll and Provident Fund, Material and Labour Costing, Passenger Traffic Revenue Accounting, Out-station Expenditure Returns and Cargo Accounting.

After the existing jobs are switched over, it is proposed to put on the Computer Stores Accounting including maintenance of Kardex value records, and the system of provisioning for spares.

Preparation of programmes is a highly complicated and time-consuming task. "It is not a push button accounting system", said Mr. P. K. Balaporia, Asst. Controller of Accounts. At the moment six programmers specially trained by IBM are busy preparing the programmes under the direction of M/s. R. M. Naik and R. R. Pavri of the E.D.P. Section.

"It is a matter of great pride" Mr. N. J. Pavri said, "that these programmers have been chosen from amongst our own staff and their progress so far has been very encouraging indeed".

## ADEN FAREWELL

**O**UR Aden staff bade farewell to Mr. Sydney Fernandes, Asst. Manager and Mr. Raghu Reddy, Station Engineer, recently. Mr. Fernandes has been transferred to Cairo and Mr. Reddy to Bombay.

There were the usual round of parties before their departure including one given by the staff at the roof garden of the Khormaksar Palace Hotel. The 'star' attraction at the staff party was Saira Banu, the wellknown Indian film star.

Albert Gonsalves (fourth from left), one of our Sales Officers, with a group of French and Spanish travel agents.





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## ACCOUNTS DEPARTMENT

(l to r) Mr. K. K. Chatterjee, Group I, 1st Prize; Mr. S. R. Kar-  
ambekar, Group II, 1st Prize; Mr. N. A. Krishnamurthy, Group II,  
2nd Prize; Mr. D. K. Kelkar, Group II, 3rd Prize.

A.O.D., W.E., MP. & L.S. AND  
PROD. PLANNING

(l to r) Mr. S. J. Basu, Group I, 1st Prize; Mr. T. Singh Gupta,  
Group II, 1st Prize; Mr. C. M. Naidu, Group II, 2nd Prize; Mr.  
S. S. Karnik, Group II, 3rd Prize.

## COMPONENT OVERHAUL

(l to r) Mr. H. C. Kapoor, Group I, 1st Prize; Mr. K. B. Naidu,  
Group II, 1st Prize; Mr. Kanta Pasi, Group II, 2nd Prize.

ENG. (ADMIN.), STAND. DYN., ENG. SCHOOL  
AND INDUST. ENG.

(l to r) Mr. M. W. Deshmukh, Group I, 1st Prize; Mr. D. A.  
Pradhan, Group II, 1st Prize.

## H.O. AND PERSONNEL DEPT.

(l to r) Mr. P. G. Sulay, Group I, 1st Prize; Mr. K. A. Raman,  
Group II, 1st Prize; Miss Sulochana R. Lotlikar, Group II, 2nd Prize.

## MAINTENANCE DIVISION

(l to r) Mr. B. Pereira, Group I, 1st Prize; Mr. N. Ezekiel, Group  
II, 1st Prize; Mr. D. S. Barde, Group II, 2nd Prize; Mr. J. D.  
Gharat, Group II, 3rd Prize; Mr. L. D. Bobate, Group II, 3rd Prize.

## POWER PLANT OVERHAUL

(l to r) Mr. A. Sassaon, Group I, 1st Prize; Mr. S. Y. Chaukulkar,  
Group II, 1st Prize; Mr. L. E. Misquitta, Group II, 2nd Prize;  
Mr. D. H. Vandre, Group II, 3rd Prize.

## STORES DEPARTMENT

(l to r) Mr. B. N. Rao, Group I, 1st Prize; Mr. J. D. Nagda,  
Group II, 1st Prize; Mr. S. N. Watve, Group II, 2nd Prize;  
Mr. M. V. Ambekar, Group II, 3rd Prize.

## COMMERCIAL (LOCAL) INCLDG. PLANNING

(l to r) Mr. G. S. Nagwekar, Group I, 1st Prize; Mr. M. Rama-  
chandra Rao, Group II, 1st Prize; Mr. N. R. Dave, Group II, 2nd  
Prize; Mr. G. D. Sitap, Group II, 3rd Prize.

## COMMERCIAL (OUTSTATIONS)

(l to r) Mr. A. Joseph, Group I, 1st Prize; Mr. R. C. Chowdhury,  
Group II, 1st Prize; Mr. N. K. Mohanty, Group II, 2nd Prize.

## OPERATIONS DEPARTMENT

(l to r) Mr. V. D. Moorthi, Group I, 1st Prize; Mr. S. L. Vaity,  
Group II, 1st Prize; Mr. B. G. Ratilal, Group II, 2nd Prize.

## CUSTOMER SERVICE

(l to r) Miss Veronica Wood, Group I, 1st Prize; Mr. S. S. Bhende,  
Group II, 1st Prize.





**G**UNWANT Singh Dhami of our Cargo Load Control Unit at London Airport who for some time has been Vice Captain of our UK Hockey XI has now been selected to play for Middlesex.

Dhami has been playing hockey for fifteen years and plays right back for our team, which is the position he will hold in the county team. London staff, particularly the UK Hockey XI, are proud that one of their number has been chosen to play in a county team. **T. T.**

## Postings and Promotions

### POSTINGS

#### COMMERCIAL DEPARTMENT

	From	To
Mr. S. J. Fernandes	Asst. Manager, Aden.	Asst. Manager, Egypt.
Mr. A. M. S. Khan	Asst. Stn. Supdt., CHQ.	Asst. Manager, Aden.
Mr. V. D. Deshmukh	Supdt. Res. Procedures, CHQ.	Res. Manager, New York.
Mr. R. A. Shah	Stn. Supdt., Santa Cruz.	Sales, Calcutta.

#### ENGINEERING DEPARTMENT

	From	To
Mr. K. K. Nanda	A.M.E. — I Bombay.	A.M.E. — I Aden.
Mr. R. K. Hasija	A.M.E. — I Bombay.	A.M.E. — I Nairobi.
Mr. A. M. S. Nathan	A.M.E. — I Bombay.	A.M.E. — I Tokyo.

### PROMOTIONS

#### ACCOUNTS DEPARTMENT

	From	To
Mr. R. S. Mani	Asst. Admn. Officer	Asst. Office Supdt.

#### ENGINEERING DEPARTMENT

	From	To
Mr. P. D. Ballwala	Chief Inspector	Chief Engineer (Tech. Services).
Mr. B. A. Swami Rao	Works Engineer	Works Manager.
Mr. D. P. Nimkar	Supdt., P.P.O.	Chief Overhaul Engineer.
Mr. Om Sawhney	Dy. Chief Inspector	Chief Maint. Engineer.
Mr. P. E. Menezes	Dy. Supdt., C.O.D.	Supdt., 1049 Maint. & Overhaul.
Mr. M. P. Kharkar	Dy. Supdt., Maint. Div.	Supdt., Standards Div. (Chief Inspector).
Mr. N. S. Mistry	Dy. Supdt., Production Planning.	Supdt., Production Planning.
Mr. J. D. Billimoria	Dy. Supdt., Maint. Div.	Supdt., Periodic Maint.
Mr. B. M. Apte	Dy. Supdt., Works Engineering.	Supdt., Works Engineering.
Mr. V. N. Herekar	Dy. Supdt., Standards Div.	Supdt., Tech. Development & Defects Investigation.



"I am doing fine"  
(Sanjay, son of Mrs. K. D. Kini, CHQ).

"Look, I can do it too"  
(Dharini, daughter of Mr. Rengharajhan, Telex Section).



"My God"  
(Atul, son of Mr. B. M. Worlikar, Transport)



"Whoops!"  
(Priyadarshan, son of Mr. B. K. Mangaekar, Planning Dept)



Children's  
Corner



◀ The Italian models disembarking from our aircraft at Rome after a trip to the Far East. Their trip was sponsored by the Italian magazine "Grazia".



The Schaumburger Maerensaenger German Children's Choir photographed at Hong Kong Airport just before taking off for Tokyo on our service on November 2, 1965.

## PHOTO NEWS

A group of Travel Agents from Aden, Ethiopia and Sudan photographed at Aden on their way to Tokyo for a 5-day visit. The trip was sponsored by our Aden Office.



Air-India's Bowling Team which participated in the Japan Interline Bowling Tournament in Tokyo recently. (l to r) Mr. Takatoshi Harada, Mr. Toshio Ando (Captain), Mr. Yasumasa Tsuji, who won an individual prize, Miss Kimiko Shinada, Miss Maki Kakizaki and Miss Kimiko Tsukaguchi.



The first group of students of the Commonwealth Expedition (Comex) 1965 to India preparing to leave Delhi on our service to London via Moscow. The Comex boys and girls had come to India after travelling 8,000 miles by road. The group was led by Lt. Col. Lionel Gregory.

