

The Magic Carpet



VOL. 16 NO. 5 THE STAFF MAGAZINE OF AIR-INDIA

MAY, 1972

COUNTER ACTION AT NARIMAN POINT



FORGING CLOSER LINK BETWEEN MANAGEMENT AND STAFF

Joint Consultative Councils to be set up

AIR-INDIA proposes to set up Joint Consultative Councils at both departmental and management levels. The object of the Councils is to forge closer links between the management and employees and to develop an identity of approach in certain areas.

Ever since the inception of the Corporation, employees have been represented on several committees such as the Labour Relations Committee, Joint Technical Advisory Committee, Engineering Advisory Committee, Safety Committee, etc. Also the management has dealt with the various unions, associations and guilds in matters connected with collective bargaining. The new Joint Consultative Councils will take this process a step further and associate employees with the management on a much broader front.

The Councils will provide a direct and effective means of communication to enable employees to understand the working of the Corporation, the role

that they should play in its working, improve the understanding of each other's problems in the running of the Corporation and take decisions which will take into consideration the views and requirements of both employees and the management so that the decisions can be implemented smoothly and with proper understanding. The idea is to demonstrate to the employees that there are more common interests between the management and employees in the working of the Corporation than there are conflicts between them. This will undoubtedly give employees greater incentive to work as a team.

Analysis

The Councils will analyse the functions and working of the Corporation in order to identify areas in which improvements can be made. Suggestions from staff will be welcome. Thus, the councils are expected to help to increase efficiency and productivity, eliminate defective work

and waste, effect economies, promote employee welfare activities, encourage suggestions, improve working conditions and functioning of departments and maintain the highest standards of passenger service for the general benefit of the Corporation, the employees and the country in general.

The present proposal is that the Council at the management level should consist of the representatives of the management and an equal number of representatives of employees, a number of whom will be nominated by the recognised unions, associations and guilds from amongst the employees. The rest will be elected from the various constituencies set up for the purpose. A similar procedure will be followed at the departmental level. The term of office for the members will be one year.

The draft proposal has been sent to all the unions, associations and guilds for their comments and suggestions.



KAUSER Noori, 20 year-old Air-India air hostess (pictured above) was placed third in the World Airline Stewardess Competition organised by VARIG, the Brazilian airline.

The competition, open to airline hostesses from all over the world was held in Rio de Janeiro on April 21, 1972, Tiradentes Day which honours the martyrs of the Brazilian Independence. Two other Air-India hostesses, Joan Alwyn and Jayne Coelho were among the 60 participants from 30 airlines.

An American Airlines' hostess won the first place while in the second place was a hostess of Eastern Airlines.

Kauser, who was a runner-up in the 1970 Miss India Contest, has been with Air-India since February 1971. She is a well-known model in Bombay, having modelled for textile and cosmetic firms for the past few years. Asked what she felt about her success, she said: "I was surprised".

COUNTER ACTION ON MAY 1

"May 1 my Counter Action starts here! ground to air-air to ground service unlimited."

THIS was the caption to our hoarding put up at Nariman Point to announce the opening of our new Booking Office on the first floor of the Air-India Building at Nariman Point on May 1, 1972.

Sales, Reservations and Telephone Sales have all now moved to their new spacious house. A skeleton Counter staff, however will continue to function from the old Booking Office at the New India Assurance Building at Flora Fountain for the convenience of travel agents and passengers.

Miss Charusheela Tipnis from our Art Studio receiving National Awards from Mr. G.S. Pathak, Vice President of India (See story on page 2).





MD's Gulf Area Tour:

Air Marshal M.S. Chaturvedi, Managing Director, recently paid an official visit to our stations in the Gulf area. He was accompanied by Mr. R. Venkataraman, our Regional Manager-Middle East. The photograph at left shows the MD presenting a beautifully carved row of elephants in ivory mounted on a rose wood pedestal to the Ruler of Dubai, His Highness Sheikh Rashed Bin Said Al Maktoum. In the photograph at right the MD is seen in conversation with His Highness Sheikh Isa Bin Sulman Al Khalifa, Amir of Bahrain, to whom he presented an ivory lamp from India.

Awards for A-I



The Veeto trophy presented to Air-India at the 23rd CAG Annual Exhibition of Indian Advertising Art held at the Jehangir Art Gallery in Bombay. The trophy was for our poster "India" featuring our Chief Air Hostess.

AIR-INDIA's picture postcard - "Kashmir" - was awarded the first prize and the poster - "The Krishna Legend" - the second prize in the 15th National Awards for Excellence in Printing and Designing. This is the sixth successive year in which Air-India has won prizes in the competition, which is organised by the Director of Advertising and Visual Publicity, Ministry of Information and Broadcasting, Government of India. The awards were presented by Mr. G.S. Pathak, Vice President of India, in Delhi on April 18, 1972. Miss Charusheela Tipnis of our Art Studio received the awards on behalf of Air-India.

Last year our 1970 calendar and our 16th Annual Report won first prizes while our poster "Dekho Dekho Dekho Delhi - Dekho Bombay - Dekho Duniya Dekho" won a certificate of Merit.

Air-India was also awarded two prizes at the 23rd Commercial Artists Guild Annual Exhibition of Indian Advertising Art held at the Jehangir Art Gallery in Bombay. The Veeto trophy was awarded to our poster "India" which featured our Chief Air Hostess Coleen Bhiladvala. Our Boeing 747 Menu Card was awarded the Certificate of Merit.

The poster was designed by Miss K. Desai of our Art Studio and the menu card by Mr. V.V. Shetye, our Chief Artist.

Elections bring new men at top

THE Air-India Officers' Association and the Indian Pilots' Guild which represents Air-India's pilots have now elected new members to their respective Managing Committees.

The members of the Managing Committee of Air-India Officers' Association are: Mr. K.L. Ramchander, President; Mr. B.G. Shinde, Vice President; Mr. T.A. Francis, Vice President; Mr. M.P. Mascarenhas, Secretary; Mr. A.K. Krishnamurthy, Asst. Secretary; Mr. S. Supnekar, Treasurer; Mr. T.A. Lavingia and Mr. V.V. Joshi; Members.

The members of the Managing Committee of the Indian Pilots' Guild are: Capt. S.S. Nadkarni, President; Capt. M.L. Kalia, Vice President; Capt. K.J.S. Malik, Vice President; Capt. Y.V. Mahajan, General Secretary; Capt. B.R. Kapoor, Asst. Secretary; Capt. P.B. Menon, Treasurer; Capt. Z.K. Lalkaka, Capt. Harmandar Singh and Capt. M.K. Kapoor, Members.

WHO'S WHO & WHERE

PROMOTIONS

FINANCE & ACCOUNTS DEPARTMENT

Mr. N.W. Jhurmalani, Sr. Accounts Officer Santa Cruz	Mr. E.J. Khambatta, Accounts Officer Frankfurt
Mr. S. Ramamurthy, Sr. Accounts Officer Santa Cruz	Mr. P. Khanna, Accounts Officer New Delhi
Mr. V.C. Gogate, Accounts Officer Santa Cruz	Mr. H.C. Shah, Accounts Officer Kuala Lumpur
Mr. O.P. Nangia, Accounts Officer Bangkok	Mr. C.N.C. Sekhar, Accounts Officer Santa Cruz

BEAUTY AND THE BEAST

WHEN pretty Air-India Receptionist Sherena Coorlawala tried to be friendly, the two Gir lion cubs at the Victoria Gardens in Bombay remained unimpressed and impassive at first. Then they growled and showed their displeasure. One of them even pawed at her which gave her the fright of her life. Even so she managed to wear a smile when our photographer was there.

The two 16-month-old cubs were awaiting their flight to the U.K. on our service on April 26, 1972, en route to the Jersey Wildlife Preservation Trust. Purchased by the Fauna

Preservation Society of the U.K., the cubs are to be presented to the Trust by the Society's President Marquess of Willington.

The Fauna Preservation Society approached the Indian Government to obtain a pair of these rare animals in order to establish a breeding colony and the Government of Gujarat very kindly gave permission for a pair to be shipped from the Junagadh Zoo.

The Gir lion is a dwindling species which at one time was distributed over most of India. Now it is confined to the 500-square-mile Gir Forest Wildlife Sanctuary.



ENGINEERING FACILITIES

Expansion programme now under way

A major expansion and reorganisation of our engineering facilities is now under way at our Base at Bombay Airport to take care of our fleet of Boeing 747s and Boeing 707s.

"The aim is to achieve complete self-sufficiency in maintenance and overhaul of the 747 and its engines, in much the same way as we did with the 707", said Mr. K.G. Appusamy, Director of Engineering.

"The first step in this direction was the completion of the accessories Shop, which will ultimately form the nucleus of a new Avionics Division, covering all aircraft engine accessories, instruments, electronics and communication equipments", Mr. Appusamy added.

New hangar

Apart from a giant new hangar for the 747 with its related workshops, a new hangar is being built near the Terminal Building next to the present Field Service Hangar. The purpose in building the hangar is to enable the Maintenance Division to carry out line maintenance on our 747s and 707s nearer the terminal area rather than having to tow the planes across the airport to our Base, which is often extremely time-consuming during busy periods.

The 220-ft. span hangar will be 120 ft. long and is expected to cost Rs.35 lakhs. A special nose-bay extension of 60 ft. x 50 ft. will allow the hangar to be used for both the 747 and the 707, although the 747 can be accommodated partially (only up to its tail).

The work on the main 747 hangar continues apace. The RCC structural work on the south and east annexes has been completed. The two-storied south annex which is 270 ft. x 90 ft. will house the Cabin Maintenance Section and the Maintenance Stores. The east annex which is 330 ft. x 88 ft. will house the Components Overhaul Division. It will also have a rest room for staff.

Complicated work

The most complicated part of the hangar construction is now going on. The giant arm-like steel trusses, each weighing about 40 tonnes, which will hold the roof are being placed in position. A total of 10 such trusses are to be erected. This work is expected to be completed before the monsoon and the complete hangar itself is likely to be ready by the end of this year. The cost of the project is estimated to be Rs.1.5 crores.

Another important project which is now under way is the addition of an extra 200 ft. x 56 ft. wing to our Jet Engine Overhaul Plant to meet the additional space requirements for servicing of JT9D engines of 747 and JT8D engines of 1A's 737s. The cost of the project is Rs. 8 lakhs.

The work on the new JT9D engine Test House is due to start shortly. The engine Test Cell Equipment is being procured from Central Engineering Co. U.S.A. and based on their specifications, building and allied facilities are being designed by Tata DSMA. The Test House will be capable of testing jet engines of up to 100,000 lb. thrust (the JT9D has a thrust of 45,000 lb. dry).

Mr. R. Robins, our Public Relations Manager, France, presenting Air-India's ski cup to the world famous ski champion Emile Allais.



Stamps for Refugee Relief

Members of the Banbury Round Table which is part of National Association of Round Tables of Great Britain and Ireland collected 300,000 used postage stamps and sent them on our services to the Apex Club, Calcutta, who will sell the stamps to raise money for refugee relief. Banbury Round Table and Apex Club are members of the World Council of Young Men's Service Clubs. Their activities are geared to help those in need and their motto is "Adopt, Adapt and Improve". Mr. K. Fowler, the organiser of this project is seen here at London Airport with our ground receptionist Veena Sahni and just a few of the stamps.



Instant info for engineers

INSTANT reference to any part of Boeing 747 engineering manuals is now possible for our engineering staff through a special "Reader Printer" machines (pictured above) installed in Bombay and some of our outstations.

Engineers no longer have to thumb through bulky manuals in order to find some vital information or locate a particular diagram. All they have to do is to insert a spool of film and run it through the machine. They can either see the information blown up on a TV-like screen or have it in-

stantly printed on paper, if they desire.

The machine manufactured by "3M" of USA was selected by a Committee specially appointed for the purpose. Air-India has bought 20 machines at a cost of \$30,000, of which 11 are in Bombay and the rest at outstations.

"The technical literature connected with the 747 is so vast", said Mr. K.G. Appusamy, Director of Engineering, "that it would have been impossible to manage without micro-filming it".



Above, Mr. B.M. Dhurandhar, TO, talking to Mr. K.R. Choksi, Inspector inside the 707 cabin. Below left: Cleaner, Shankar Solanki, brushing chairs. Right Mr. Ram Shitut, Inspector, checking a 747 chair inside a Jumbo.



Keep BRIGHT

MOST exotic decor". "Quite beautiful interior". "Impressive colour scheme". These are some of the comments still being heard about our Boeing 747s, almost a year after they entered service. Twelve years ago, the interior decor of our Boeing 707s inspired an equally appreciative response.

No wonder. Considerable thought and care went into the design of our aircraft interiors. The aim was to provide as luxurious and opulent surroundings as possible, with a distinctive Indian touch. After all, a passenger spends far more of his time during a journey inside an aircraft than outside it.

Now, designing an exotic and plush interior is not really half as difficult as maintaining it in the same condition throughout the service life of an aeroplane. It requires constant attention and care, especially since our planes are used pretty intensively and consequently the cabin furnishings are subjected to tremendous wear and tear. Despite this, if our Boeing 707 and 747 cabins always appear to be as good as new, the credit goes to our Cabin Maintenance Section, which is part of the Components Overhaul Division.

"Cabin maintenance is a continuous process", says Mr. B.M. Dhurandhar, Technical Officer, who is in charge of the Section. "The Chairman is very particular about our aircraft cabins. Whenever he travels, he sends in a report commenting on the state of the cabin. This really keeps us on our toes".

CONSUMPTION IN STAT

AIR-INDIA has been experiencing a different kind of boom in recent years - boom in consumption of stationery. The figures are truly staggering. On an average, we consume 4,320 pencils a month, 4,000 ball point refills, 2,000 reams of duplicating paper, 550,000 copying sheets of different sizes, 750,000 envelopes and 200 large gum bottles.

The vast quantity of stationery is distributed by our Stationery and Publicity Stores located on the ground floor of our Printing Press at Santa Cruz. As the name suggests, the Stores is also responsible for the publicity material, including give-away items. As you walk in, your eye falls on rows upon rows of Maharajahs, all neatly arranged upon shelves. On the other side are the suitcases and overnight bags.

"We order 100,000 of those small Maharajahs a year", says Mr. R. Laxman, Asst. Superintendent of Stores, who is in charge, "and 5,000 of those big ones". He points to the shelves filled with suitcases and says he has 1,200 of those in stock on any one day.

"We have here Rs.25 lakhs worth of stationery and Rs.15 lakhs worth of publicity material", said Mr. Laxman. "We receive two truck-loads of paper a week, for printing stationery in our Press as well as outside". He has a staff of three assistants and two cleaners to manage the Stores which occupies an area of 11,868 sq. ft. The whole place is so well organised that you hardly feel the size of it or the workload that it handles. Originally it was located in the hangar which now houses our Boeing 747 Cabin Mock-up.

Managing the Stationery Stores is the least of Mr. Laxman's problems, for all he has to do is to meet the demands of various departments including outstations as their indents flow in every day and keep the stocks replenished regularly, so that no shortages are felt. His main problem is the control of passenger tickets for which he is also responsible.



Mr. J.M. Mategam, Foreman, checking chair mechanism.



Painter S.D. Bhatkar, touching up lettering inside 707 cockpit.

eping our planes AND BEAUTIFUL

By K. S. Mhatre

The Section with a staff of about 100 is responsible for the overall maintenance of aircraft cabins, including lighting, galleys, seats, passenger service units and emergency equipment. Every time one of our planes rolls into the hangar for its regular engineering checks, the Cabin Maintenance staff are ready with their own check list. There is a team of inspectors in the Section whose job is to check every nook and corner of the cabin and fill in the snag sheet so that technicians can later fix the snags.

Cabin checks

The cabin checks are of course tailored to the time available. If the aircraft is in for only a short while, only such routine things as vacuum cleaning of carpets and brushing of chairs may be carried out, although a badly stained chair or curtain will not be allowed to go; it will be replaced. When the plane comes in for one of its periodic major checks, then the cabin too automatically gets more attention. At such times, apart from the normal cleaning and polishing a worn chair upholstery may be replaced and some faded lettering may be touched up with a spot of paint.

During a major overhaul, however, when the aircraft is grounded for several weeks, the entire cabin is stripped bare. Everything is removed, chairs, carpets, bulk-heads and even hat racks. The old and the worn out things are thrown out and replaced with new ones. Freshly up-

holstered chairs are put in and so is a new carpet. Even the fuselage paint is completely removed and the colour scheme is repainted.

Every three years even the side panels inside the cabin are replaced with new ones. Also the ceiling panels are removed and their resin is changed. Thus, the process of renovation goes on continuously, which keeps the aircraft cabin looking as new as ever.

Having an exotic cabin interior such as ours of course poses some problems for the cabin staff. As Ram Shitut, one of the inspectors, points out: "The yellow upholstery material used for some of our 707 chairs stains badly and also looks worse for the wear as compared to the other material". He thinks the peacock blue and apple red material used for 747 chairs is excellent and will probably last long, but he is less enthusiastic about the other one with linear patterns. "The horizontal lines look distended in a very short time", he said.

One of the most important jobs handled by the Cabin Maintenance Section is the change of configuration of our planes. It may involve turning the cabin into an all economy one or back to mixed configuration, depending upon what the Commercial Department wants. They also prepare a Boeing 707-337C for a mixed operation of cargo and passenger every week by removing the first class chairs and getting that part of the cabin ready for receiving three pallets. "We can do this change in two hours now", said Mr. Dhuradhar. "We have also turned a 337C for all cargo operation several times in the past year", he added.

AIR-INDIA

310 Building, Nariman Point, Bombay 1

4th April, 1972

My dear Appu,

I travelled back from Geneva last week on EVEREST, which I believe is by now one of our oldest ships, and was most impressed by its spotless condition. I do not know whether it had recently come out of overhaul, but it looked as if it had just been delivered brand new from the factory.

As you know, I have from the beginning insisted on the need for top class maintenance of our equipment, and I have been happy to note that in this respect we have been the equal of the best airlines in the world, and superior to many. All the credit for this goes to the Engineering Department under your leadership. I would like you, and all those concerned in your Department, to know how much I appreciate their efforts and success in this direction.

Yours sincerely,

J. R. D. Tata

Mr. K. G. Appusamy,
Director of Engineering,
Air-India,
Santa Cruz.

ER BOOM IONERY

Most of our tickets are printed in New York, but their distribution is controlled by him. He allocates ticket serial numbers to each station and advises the printers in New York through our Regional Purchase Manager about the printing and distribution of tickets. Distribution to stations in India is done from the Stationery Stores itself. People who have ideas should note that all revenue documents and other valuable articles are kept in a strong vault with a heavy solid steel door.

The passenger tickets are probably the most valuable revenue documents and their printing and distribution has to be strictly controlled. Fortunately, Mr. Laxman said that none of our consignments has so far been lost. "But we do run into problems when stations are not prompt in taking possession of consignments. We then have to send tracer messages all over the world", he added.

Recently he had to go to New York to investigate certain discrepancies which had occurred in the distribution of tickets. The problem was eventually traced after examining the entire inventory of tickets stocks held by our printers. It was tedious and time-consuming work. In addition, he also distributes baggage tags to all our stations. Each station requires about 10,000 of these every year.

The other major headache for the Stationery Stores is publicity material and give-away items which are always in great demand. Most of these are expensive and a careful account has to be maintained of the distribution. Considering the quantities involved of some of the items, the job of accounting is not an easy one.

The Stationery Stores now has a branch in our new building at Nariman Point which is open once a week, likely to be twice a week shortly. "This is an additional responsibility for us, but we do not mind", says Mr. Laxman.

KSM



Top left, Mr. S. Srinivasan, Sr. Storekeeper, showing the new cut-glass ash trays to Mr. R. Laxman, Asst. Superintendent (R). Bottom left: Mr. V.D. Gupta, Sr. Storekeeper, Mr. D.B. Phansalkar, Jr. Storekeeper and Mr. D.N. Rathod, Cleaner packing Passenger Tickets for Tokyo. Above: Mr. S.V. Mohite, Cleaner, arranging duplicating ink tubes on a shelf.

London Diary

By Trevor Turner

WE were excited to hear the news that our television commercial which appeared in the U.K. last Summer, received an Award in the Consumer Services Category of the British Television Awards for 1972 organised by the Television Mail. There were 46 other entries in this category which included other airlines, tour operators and other travel organisations.

At Heathrow, where there have been runway problems recently, the British Airports Authority have introduced Traffic Wardens, eight women and seven men to help control the airport's parking offenders. However, there will be no parking meters and no fixed penalties for illegal parkers, but the wardens are there to advise motorists and direct them to any of the 3,600 spaces in the multi-storey car parks.

Another new innovation at the airport is the announcement to extend the ground handling capacity for Jumbo Jets by providing six new

stands with jetties. This will increase the number of stands to 23 and they will be located on the western side and it is hoped that the work will be completed by March 1973. It is understood that Heathrow has handled more international jumbo traffic than any other airport in the world since jumbo services began here in January 1970. This Summer it is anticipated that there will be 70/80 jumbo landings or take-offs a day.

Mr. F.D. Hall, President of I.A.T.A. and Chairman of Eastern Airlines of America, was recently in London, and he addressed the members of the American Chamber of Commerce. He told them that Americans usually refer to this country as England or Great Britain, but during his last visit to this country someone had phoned his office and asked to speak to him, and when his secretary informed the caller that he had gone to the United Kingdom, the caller replied "I'm terribly sorry. Is it too late to send flowers?"

In 1971 Norwich City College held a design competition and the first prize was a flight with us. The winner was Mr. Victor Long (R) who invited Mr. Roy Brownlow to join him on his prize winning flight from London.



Letter from Geneva

By Pat Rodricks

WE bade farewell to "G.D." Subramaniam, Assistant Manager, Prague, and Suraj Prakash, Assistant Manager, Rome, both of whom have returned to India. The new Assistant Manager, Rome, is Gerry Mathias, who came to the Region from the Headquarters in Bombay. We hope he enjoys his stay in Rome.

The stork has been busy again. We hear that Mr. P.B. Dhar, Manager, Prague, and Mrs. Dhar have been blessed with twin grand children. Our congratulations to them and also to another Prague staff, Emiliana Ulychova, and her husband who have become the happy parents of a son.

We would also like to congratulate Tula Pietikainen from our Accounts Section in Geneva, and Jean-Louis Blanc who were married recently. (See photo at top, col. 4.)

Mr. P. Jayant, Manager, Management

Information and Advisory Services Division and Mr. R.J. Fernandes, System Manager, from the Headquarters were in Geneva recently to present papers at the IATA Data Processing Sub-Committee Meeting. They took this opportunity to brief the Managers and Reservations Managers in the Region on how the computer was being used in Air-India, especially for cost analysis and the future possibilities of a new computer being used for reservations and departure control.

We would like to thank Dr. V. Ramchandran, Manager, Training College, and the instructors, as well as Mr. Eric Pereira, Commercial Manager-Cargo, and his staff for the excellent arrangements made for the four groups of Cargo Agents from Europe who attended the Training College in Bombay earlier this year.

Hounslow Councillor

At 23 Paul Maynard is one of the youngest Councillors in the Greater London Council area. In May 1971 he was elected a Councillor for Hounslow, where he lives and of course this area includes Heathrow. He is specially interested in community relations work and all aspects involving the young and the old age pensioners.



Paul Maynard

There are a number of Asians living in his community and he finds that his association with many of our staff helps him understand a number of the problems he comes up against in his work as a Councillor.

Paul Maynard joined Air-India in London in July last year and works in our Fares & Refunds section at Bond Street. Prior to that he was for three years with BOAC at their Hatton Cross establishment, but he left to join us as he felt he would find working in a small organisation more rewarding. Since joining us he has spent two and a half weeks in New Delhi. He was married last year and his wife is Asst. Matron at an Old Peoples' Home.

Out of rat race

"I have always looked forward to the day when I would be able to devote myself completely to my religious work", Mr. A.S. Bagalkar told the Magic Carpet. Mr. Bagalkar who was a Supervisor in the Computer Section of our Management Information and Advisory Services Division has now joined an Ashram. He left Air-India recently after 22 years service.

At a farewell party given by the staff of the Computer Section, Mr. A.S. Banavalikar, Personnel Manager, who was the Chief Guest, said that apart from common initials (and even first names), he shared with Mr. Bagalkar a common interest in religion. He described Mr. Bagalkar as a simple and unassuming person.

Mr. Kalyanasundaram, Systems Manager, said that MI & AS Division had lost one of their able supervisors.

Mr. Bagalkar donated Rs.150 to the Air-India Staff Welfare Fund as a parting gesture of goodwill.

THE BANK AND THE MB FUND

THE Air Corporations Employees Co-operative Bank is to launch a new drive to augment the Members Benevolent Fund. It begins with a variety entertainment programme on Sunday, June 4, 1972. The programme which will be held at the Shanmukhanand Hall at King's Circle, has been planned by the well-known music director, Vasantrao Desai. It will include light and classical music, mimicry and dance sequences.

The Bank provides financial assistance to the extent of Rs.3,000 in case of a member's death and a post-retirement grant of Rs.1,000. So far over 100 members have been given assistance amounting to Rs.1.50 lakhs.

WEDDINGS



Tula Pietikainen from our Accounts Section, Geneva, to Jean-Louis Blanc.



Dr. Swaran Kaur to J.S. Bawa, Assistant Personnel Officer, Delhi.



Charlotte Fernandes to L.P. Cordeiro of Engineering.

The man who called A spade two spades

"He is blunt to the point of being tactful". This is how Mr. S.K. Kooka, Commercial Director, described Mr. K.R. Subramanian, Acting Commercial Manager - Ground Handling.

He was speaking at a farewell party given to Mr. Subramanian by the staff of the Commercial Department on the eve of his retirement.

Mr. Kooka said that he was sorry that KRS was leaving Air-India, but this was something which could not be avoided. "KRS joined us way back in 1940 as a Traffic Clerk and rose to be the head of our station in Madras", said Mr. Kooka.

Excellent lunch

"Our pilots in those days loved to operate the Madras-Trichinapally-Colombo route, because KRS used to give them an excellent lunch and procure for them roast chickens from Trichinapally at Rs.4.50 per chicken. (KRS interrupted here to say that the birds were supplied free). Those were the days when we made money".

"KRS is a hard taskmaster, impossible to fool and so he has never suffered fools gladly. He is known for his sardonic humour and his blunt and outspoken comments - the kind of a man who would call a spade two spades", Mr. Kooka said. "It should not be difficult to find him a good billet", he added.

His all-round experience in the airline business for 27 years should stand him in good stead. "I wish him many more years of active life".

Replying to Mr. Kooka's speech, Mr. Subramanian thanked him, the Regional Managers and other senior officers of the Corporation who were present on the occasion and said that

he was leaving Air-India without regrets. "I enjoyed doing whatever jobs I was put in and I had many interesting experiences".

Mr. Subramanian recalled his early years in Madras and his many brushes with those in authority. He mentioned how Captain B.K.N. Rao was annoyed because Mr. Figgins, the then General Manager, took his advice rather than Capt. Rao's and how Capt. K.R. Gazder was upset when Subramanian advised him to land at Madras, instead of flying directly to a remote airfield where he was ferrying an engine for a stranded aircraft. "He didn't realise that there were no refuelling facilities nor anyone to off load the engine. Captain Gazder, had he followed his own thinking, would have had two grounded aircraft on his hands!"

Incidents

He recounted various incidents with cynical humour. Of later days in Bombay in his not-so-short speech, he had his familiar digs at all his bosses. Everyone was at the receiving end of his barbs with the sole exception of Mr. Figgins. KRS said he was proud of the fact that no one had ever found fault with his work, whether it was at the Airport, Admin., Complaints or Ground Handling.

On his last day at the office, April 14, 1972, he generously gave a tea party to his friends and colleagues in the Restaurant at the Air-India Building, at which Mr. Kooka, Mr. P.F. Mahta and Mr. N.H. Dastur, were present.

A souvenir of silver goblets was presented to Mr. Subramanian on behalf of his friends and colleagues.



Mr. S.K. Kooka, Commercial Director, making a presentation to Mr. K.R. Subramanian, Acting Commercial Manager - Ground Handling, at a farewell party given by the staff of the Commercial Department.

Improved results forecast for 1972

GENERALLY improved traffic growth over 1971, but another year of less than adequate profitability - such is the 1972 outlook for the world's scheduled airline industry according to Knut Hammarskjold, Director General of the International Air Transport Association.

Citing the extent to which external factors are influencing the development of the industry, Mr. Hammarskjold emphasized the difficulty of forecasting. However, he said, IATA Members' scheduled passenger traffic is expected to increase by at least 7 per cent in 1972 to 270 million passengers and 380,000 million passenger-kilometres, and their scheduled freight traffic should increase by 10 per cent to 11,300 million tonne-kilometres. These growth rates represent a significant improvement over the generally low 1971 growth rates, which were mainly due to unfavourable economic conditions in major traffic generating countries.

"The 1972 outlook for most of those countries is for a recovery in economic growth - already under way - although there may be some redistribution of emphasis as a result of changes in the relative parities of important international currencies", the Director General said. "A particular strong expansion in consumer spending is expected with a positive effect on the demand for air transport services in 1972".

Interdependence

Mr. Hammarskjold noted a growing realization of the interdependence of airlines and governments and pointed out that this trend would have long-term benefits for both the airlines and the travelling public.

"However, governments in many cases still have not realized that the provision of a public service is not a popularity contest, but a matter of hard and serious economic considerations", he said. "While the consumer is the raison d'être of airline service, the future of the industry would be threatened if the dictates of all con-

sumer organisations were followed on airline matters, because consumers tend to look for instant advantages without taking into account the long-term nature and requirements of planning, investment and sound development in scheduled air transport".

Mr. Hammarskjold noted that airlines and governments - the essential components in providing the world wide public service represented by civil aviation-have tended to handle the industry's economic/commercial responsibilities on the basis of short-term individual interests rather than taking a longer-term view.

"The present machinery for handling the airline industry's common commercial/economic responsibilities may favour conservative solutions and delay progressive innovations, and the efforts to remedy this situation have been thwarted both by governments and the airlines", he said.

Co-ordination

Co-ordination and continuity in government air transport policies are essential, the Director General noted. The dangers must be recognised of governments pressing on the airlines aircraft that are not needed in the foreseeable future. If governments, for reasons of their own, want to press new types of aircraft on the market, this should only be done on the basis of management contracts allowing for acceptable operating economics for the operators, including appropriate financial guarantees. These should take into account the impact of traffic diversion on existing operations.

"Governments must recognize that fully economic operation for all aircraft is an essential industry requirement, in the interests of the industry's sound future development, the consumer, and the tax-payer", Mr. Hammarskjold said.

The Director General expressed confidence that with comprehension on the part of all concerned, 1972 would turn out better than many expect.

Gracious bows out...



Mr. L. Gracious, Office Assistant in the Jet Engine Overhaul Division, retired from the Corporation recently after 27 years service. At a farewell party given to him by the staff of the Division, Mr. D.P. Nimkar, Engineering Manager (Overhaul), is seen making a presentation to Mr. Gracious.

...and so does Ranadive

Mr. S.S. Ranadive, Sr. Aircraft Technician, who was more popularly known as "Mama" in the Accessories Shop, retired from Air-India after 25 years service. Mr. Jal Wadia, Dy. Engineering Manager, is seen making a presentation to Mr. Ranadive on behalf of the staff.





DANCE ON TARMAC

An Air-India Boeing 707 flew 103 members of the Russian Festival from freezing Moscow to warm and sunny Adelaide, capital of South Australia, for the city's 1972 Festival of Arts. While the other members of the team were being cleared by Customs, Nicolai Fateev and Ziniada Yevtikhova decided to indulge in a bit of showmanship with a few acrobatics (photo at top left). It was an impromptu performance, which amply proved why they are the top acrobatic team in the USSR. They have won the USSR championship five times.

Soon afterwards an MSA aircraft brought in 45 members of the Singapore National Dance and Theatre Company. They performed the Lion Dance on the tarmac (photo at top right). On hand to greet them was the Premier of South Australia, Mr. Dunstan (in safari-style white suit).

The whole scene inspired Mr. Norm Mitchel to draw the cartoon which is reproduced below.



"WHY CAN'T WE BUY TICKETS FOR THE FESTIVAL LIKE EVERYONE ELSE... INSTEAD OF JUST CAMPING HERE TO WATCH THE ACTS!?"