

Magic Carpet

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AIR-INDIA'S FIRST AIRBUS

Air-India's newest family member A300-B4 Airbus. This photograph was taken in Toulouse, France, before the aircraft was officially handed over to Air-India.

S OON after this issue of 'Magic Carpet' hits the stands, Air-India's first-ever Airbus will arrive in Bombay. The Airbus A300-B4 will go into service on the Bombay-Gulf route in mid-August 1982, with the delivery of the first two aircraft; the third is due to arrive later in November this year. The Airbus will be the second widebodied aircraft in Air-India's fleet after the Boeing 747.

262 Passengers

Powered by two General Electric CF6-50C2 engines with a thrust rating of 52,500 lb, Air-India's Airbus will have an operating crew of three and is configured to carry 262 passengers (22 first class plus 240 economy).

Basic Data

The basic data of the plane is: wingspan — 44.84 metres (147 ft 1 in); length — 53.62 m (177 ft

11 in); height — 16.53 m (54 ft 2 in); maximum take-off weight — 165,000 kg (363,760 lb); fuel capacity — 49,000 kg (108,000 lb); range — 2,950 nm and maximum cargo capacity — 30,000 kg (66,140 lb). The A300 is equipped with a fully automatic cargo loading system.

Airbus Industrie

The Airbus is produced by the Airbus Industrie, a consortium of four Aerospace firms — Aerospatiale of France, Deutsche Airbus GmbH of Germany, British Aerospace of Britain and Construcciones Aeronauticas SA of Spain.

348 Orders

Airbus Industrie, with Headquarters in Toulouse, France, was formally constituted in December 1970 and its first product the A300 twin-engined medium

range widebodied transport first flew on October 28, 1972.

The Airbus Industrie is now the second largest producer of commercial aeroplanes after Boeing. By April 1982, it had on its order-book a total of 348 orders for A300s with further options for 159 aircraft. Some of the other interesting statistics of this successful widebodied aircraft are:

- An A300 takes off every 2½ minutes from one of about 150 airports served, for an average 1¼ – 2 hour flight;
- over 1,000,000 flight hours performed;
- over 660,000 flights performed;
- over 400 million miles/640 million km flown;
- over 130 million passengers carried;
- over 1 million tons of cargo carried.

□



QUALITY IN AIR TRANSPORT

INTERNATIONAL AIR TRANSPORT ASSOCIATION

Extracts from the Comments by Mr Knut Hammarskjold, Director General, International Air Transport Association to

TRIENNIAL ECAC ASSEMBLY

in Strasbourg, France on June 8, 1982.

I would like to take this opportunity to congratulate ECAC (European Civil Aviation Conference) for its systematic and comprehensive work across the broad European Civil Aviation front. It is this painstaking, though often less headline-catching activity which has provided a sound basis for the constant expansion of European air services over the past 25 years.

Economic Regulation

This time — as at your last triennial — the accent is on economic regulation. You have of late taken major, precedent-setting steps with your US partners. The recently signed provisional Memorandum of Understanding is a most significant breakthrough towards achieving compromise between the forces militating in favour of unbridled competition on the one hand — which is taking its toll in Europe as elsewhere — and rigid price maintenance on the other. It offers the prospect of a measure of market flexibility with agreed fences to prevent market excesses of a type which are now becoming only too painfully obvious on US domestic routes. We fervently hope that this first step will evolve into a permanent agreement.

Heavy Losses

In the present economic situation, aviation is not the only industry to be suffering. But there can be no doubt that our results are among the worst. A

third year of heavy losses has brought with it the first bankruptcies. The 1981 results for IATA carriers' international operations were minus 1.5 billion US dollars. 1982 figures would seem to be shaping up along similar lines. Even if traffic and yields increase, and capacity and costs are contained, the best 1982 results that could be expected would be only close to break-even on the operational side. Interest payments, however, today constitute an increased burden up from 0.9 billion US dollars in 1980, 1.4 billion US dollars in 1981 to an anticipated 1.6 billion US dollars this year or next. This financial situation simply does not provide money for purchasing new equipment. In the 1980s, the world's airlines have to find some 50 billion US dollars simply to replace existing equipment that is becoming operationally or environmentally inefficient or unacceptable. That assumes no expansion.

With only marginal traffic growth, one hundred billion US dollars would be needed. To finance this kind of investment — with or without growth — requires a minimum profit of some 7%, every year for ten years. That is a daunting prospect.

Debt/Equity Ratio

In 1981 the debt/equity ratio for IATA Members was in the order of 60/40. By the end of this year it will be 88% debt and 12% equity. If things continue at this rate, by 1984 we will be facing a 100% debt situation at a time when interest rates are at unprecedented levels. There is no need for me in this company to outline in depth the steps that the airlines are taking to help themselves to cut costs and increase productivity. Staff reductions, wage freezes, equipment cancellation, dropping

of routes, improved operational procedures, etc.

At the same time, unfortunately, airlines are bearing considerable costs, totally outside their control: high government charges for landing and enroute navigation facilities — and in Europe they are the highest in the world; excess distances have to be flown mainly for military reasons — and in Europe the average excess represents 15% of the distance covered. In both instances, airlines are facing the sovereign monopoly of governments. The negotiating road towards reasonable charges, paying for what you buy and no more and flying the shortest and cheapest route is a long and difficult one requiring a lot of mutual understanding. These could be areas where eager European politicians could influence individual governments. This is the way to reducing the high European costs which make us incomparable to the US where there are virtually no charges and the air routes are virtually straight — and by the way, the fuel is also 50% cheaper.

We have heard the siren song of deregulation these past three years. The results, no matter how carefully they are masked, are all too clear. There has been no or only very little traffic stimulation: lots of diversion between markets, yields have plummeted to levels which defy economic logic, fare patterns have become distorted with giveaways on dense routes and subsidies on thin routes. The airlines are in financial jeopardy and so are the manufacturers.

Unbridled Competition

And while the general economy is a major cause, there is no doubt that unbridled competition is also a prime contributing factor. Despite the evidence

from the US domestic scene and the North Atlantic that there are no regulatory policies which produce simultaneously instant low fares and efficient healthy airlines, the siren song for deregulation is still being heard in Europe.

As you look ahead to the next three years, one thing is certain: new solutions will be found to old problems and new problems will arise to tax our imaginations.

Unnecessary Duplication

If there is one area where I believe our common attention will have to be focused, it is to the increasing interest being shown in international aviation by governmental and non-governmental organisations previously disinterested in this activity. The airlines are concerned at the prospect of unnecessary duplication of effort. They are concerned not to be burdened with costly reports and studies going over the same ground. Above all, they believe that if there is to be any increasing governmental involvement in this business it should be done on the basis of correct facts and even-handed interest. The same concern has been expressed by governments in ICAO (International Civil Aviation Organisation).

Enormous Experience

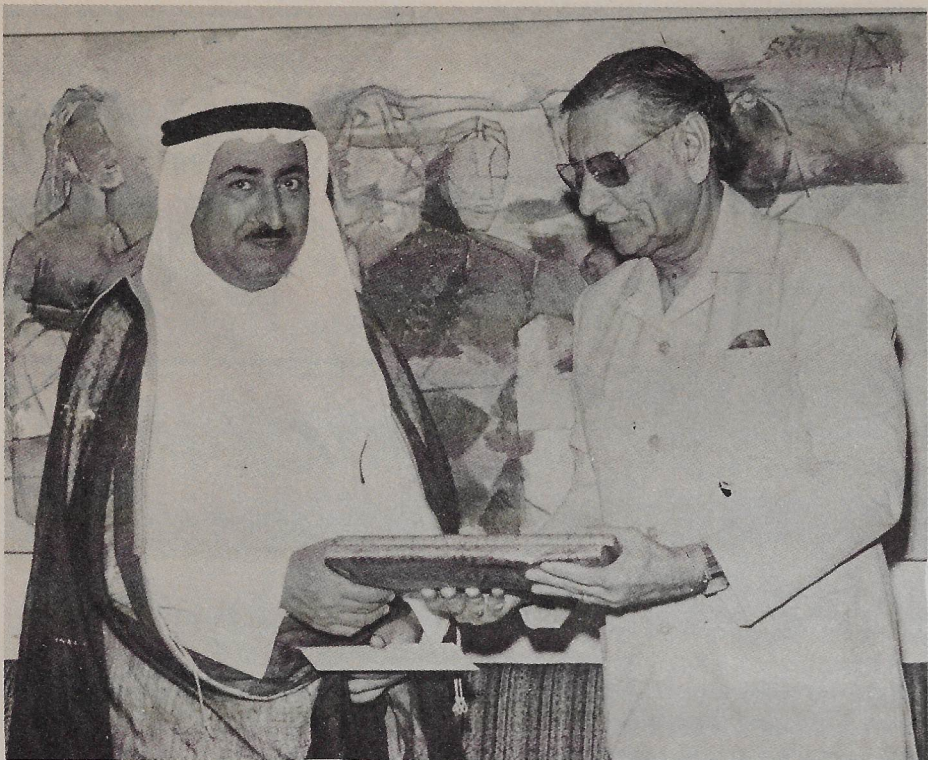
We believe that you have an enormous experience to offer in all aspects of international air transportation and we would hope that you will be able to ensure that others have the benefit of this experience in order to continue the progressive evolution of the air transport system and avoiding its becoming another political football. I can assure you that you will have the full support of the airlines. □



Toastmasters Club

At the Annual Meeting of the Air-India Toastmasters Club, Dy Director of Engineering, Mr B. P. Baliga was elected President. Other elected office-bearers are Vice Presidents Mr Manohar Singh from Engineering and Mr V. Pichumani from Accounts; Secretary Mr Surendra S. Gupte from Accounts; Sergeant-at-arm Mr R. B. Bhatia from Engineering; and Mr P. S. Ganapathy from Operations as Treasurer.

The Toastmasters Club has launched a drive to boost their membership and ensure wider participation within the Air-India family. Their programmes provide opportunities to develop skill in listening, thinking, speaking and leadership through oral communication. □



His Highness Sheikh Sultan Bin Mohammed Al Qasim, Ruler of Sharjah, is seen with our Chairman Mr Raghu Raj.

COURTESY CALL BY CHAIRMAN

His Highness Sheikh Sultan Bin Mohammed Al Qasim, Ruler of Sharjah and member of the United Arab Emirates Supreme Council of Rulers, met Air-India's Chairman, Mr Raghu Raj in Bombay on June 6, 1982 while on a three-day private visit to Bombay.

Air-India commenced its operations to Sharjah with effect from March 10, 1981. His Highness, the Ruler of Sharjah discussed with Mr Raghu Raj the prospects of expanding Air-India's operations in Sharjah. □

LABOUR RELATIONS COMMITTEE

Mr H. C. Kapoor, Offg Dy Director of Engineering (overhaul) has been nominated as representative of the Corporation, on the Labour Relations Committee, in place of Mr M. S. Balasubramaniam for the remainder of the tenure of the present Labour Relations Committee.

STUDY GRANTS

During the academic year 1981-82, 1,334 children were given Study Grants amounting to a total of Rs 3,22,678.00. Study Grant facilities for the children of Air-India employees was introduced from the academic year 1963-64. During the first year, 55 children of employees were given grants amounting to Rs 6,000.00. Certain concessions were made over the years regarding the eligibility for this scheme. □

FEAST OF INDIA

A feast of Indian gourmet dishes and a glimpse of Indian culture was recently provided by Air-India to the travel trade elite in Hong Kong and Macau.

The occasion was an Indian Food Festival in Hong Kong and a glittering India Night in Macau. The Festival was sponsored by the Centaur Hotel and the World Trade Centre Club. □

Worthy Cause

The Air-India staff in Bombay have donated Rs. 1,295 to the National Association for the Blind.

The Finance Raising Committee for the Association had appealed to Air-India for a contribution to this worthy cause. The Chairman of the Committee has expressed his appreciation for this spontaneous gesture. □



Mr P. Hodru, Director, AEG Telefunken, is seen here with Mr C. G. Ramani, our Manager in Belgium & Luxemburg. In the background is Mr R. Vasanthan, Accounts Manager.

DESTINATION INDIA

CHAT NOIR, a leading Coffee Company, and AEG Telefunken are among the leading industrial houses in Belgium who have put the promotion of Destination India into high gear by organising group incentive charters for their clients to various regions of India.

Mr B. Ourari, Marketing Manager of

★ ★ ★

Holiday 1982

Holiday - 82 was the first ever exhibition on tourism organised in the Eastern Province of Saudi Arabia, which was inaugurated by His Excellency Abdul Mohsin Ibn Julawi at Algosaibi Hotel, Alkhobar.

Air-India and other travel and tourism organisations participated in the exhibition and our stall was decorated with Air-India posters and photographs.

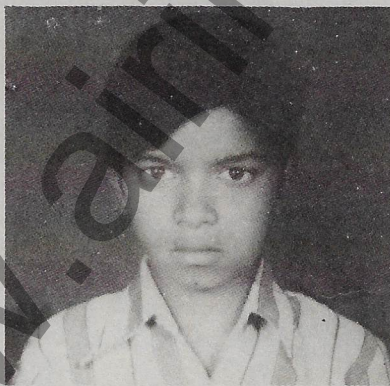
The layout of the Air-India Stall was created by Mrs Sonia Bhandari, wife of our Manager-Dhahran; and Mr Peter Gomez, DSM, and our GSA staff were present to answer any queries on Air-India and India. □

Chat Noir and Mr P. Hodru, AEG Telefunken, undertook a scouting mission to India to explore the possibility of selecting India as a destination which they wanted to promote for their dealers as an incentive. As a result, Chat Noir sent 102 dealers, and AEG Telefunken sent 85 dealers to India on Air-India.

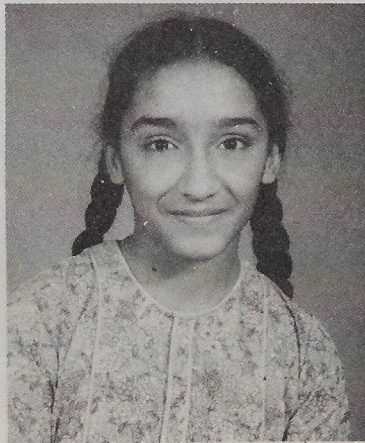
Air-India in Brussels is now actively engaged in launching Destination India with various similar groups. □



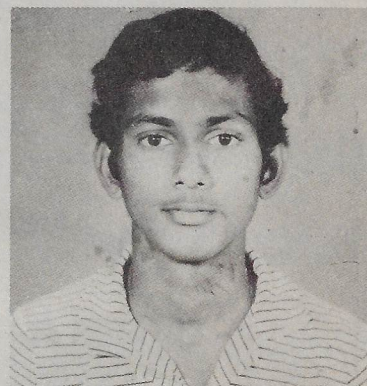
(From L to R). Mr P. Jeukens and Mr W. Delauw of our Brussels office with Mr B. Ourari of Chat Noir.



Mohan, son of Mr S. B. Rao of the Medical Clinic in Delhi, was awarded a Certificate of Merit and Scholarship for passing Class III examination with distinction.



Supriya, daughter of Mr V. Ramanathan of Inflight Service secured over 89 % marks in the S.S.C. Examination and obtained 150/150 marks in the entire Maharashtra State in Science. She was awarded 11 cash prizes and a gold medal from the State Board of Secondary and Higher Secondary Education.



Richard, son of C. D'Mello from Engineering, represented College and State meets in 8 events and his photograph was featured in "Pride of Khalsa" a college publication.



Dinesh, son of Mr L. Obalappa of Engineering, stood first in a class of 57 for standard II, from the St. Mary's Primary School in Bombay.



Shubhada, daughter of Mr N. R. Chawathe from Engineering, has earned the Maharashtra State Government High School Scholarship.

IT'S fantastic, it's beautiful, it's maddening — this place they call the Booking Office of Air-India, Bombay. As you ride up the escalator to the bustling 1st floor, you wonder whether you have by mistake entered a hotel lounge. A number of people seem to be merely relaxing in the midst of greenery and objets d'art which fill the place. But a few minutes is all one needs to realise, that one is not in a hotel lounge, but in a bustling, busy, madhouse which is actually the largest booking office in the world.

Large it is no doubt. There are counters, counters and counters... (with computer sets decorating them) and yet, there seems to be not enough place... Some people seem quite lost, — not really knowing what they want to know! They keep asking questions of all sorts, whilst, our polite, courteous and charming enquiry counter girl tries her best to answer each and every one of them without frowning or growling!

Some want schedules (which seem to be perpetually out of stock), some want complimentary first-class bags, some want to buy bags, some want health cards, some want to know how many flights a week we operate to Kuwait, some want student concession forms, unaccompanied minor forms, embarkation cards, an AI route map... Good God — anything else? — and to top it all, the phone consistently rings throughout all this commotion. (I thank my stars that I am not in that poor enquiry girl's shoes!)

A truly colourful lot of people travel our carrier. Filling our PTA (Prepaid Ticket Advice) Section and our Gulf Counters are all those aspiring Indians who are leaving their homeland for more lucrative prospects in the Gulf. We have tailors, carpenters, masons, maidservants, dhobis (yes!) teachers, nurses, executives, doctors, businessmen — the list is endless. Talking of our Gulf passengers, one enterprising Indian who was going to Dubai as a tailor, even volunteered to stitch one of our girl's uniform blouses at Rs. 30/- each!!

All our Gulf passengers seem to have long complicated and similar sounding names to unaccustomed ears. The public relations officer manning the PRO desk, efficiently and tirelessly calls out a Mohammed Satar Bin Khalid — something or the other, one after another



Manager-Western India Mr M. P. Mascarenhas briefs Mr J. T. Parakh, Deputy Manager and Mr V. L. Badami, Passenger Sales Manager.

and sends him to the respective counter staff who is free, for his ticketing or rerouting as the case may be. On an average the PROs handle about 700-750 passengers daily.

Before I continue about the goings-on in this crazy yet beautiful and lovely place, throbbing with people, and pulsating with life, let me brief you a little on the geographical set-up.

Enquiry Counter

There is the enquiry counter immediately to your left, as you step off the escalator, with a bold bright yellow board just above it saying loud and clear "AIR-INDIA ENQUIRIES" in English and "पूछताछ" in Hindi.

Almost diagonally across we have the PTA Section with its own enquiry counter, duty officer, and its various ticketing desks. The PTA Section has an 'Inward PTA' and an 'Outward PTA' Section. Inward PTA deals with the ticketing of passengers in Bombay, against payment made abroad through our various offices.

Outward PTA works vice versa. Staff collect payment (from the sponsor living in India) at this end for travel from a particular country to India, whilst ticketing is done at the other end. Details of amount collected, route and class of travel, passengers name and contact etc. are flashed across to the necessary station vide a pre-paid advice telex.

Whilst the bulk of the PTA traffic is the mass Gulf exodus, there is also a considerable amount of seamen and student traffic travelling to other parts of the world.

To the left of the PTA, is the charters section (AI Charters is a subsidiary of AI) and then the travel documentation section which handles all your visas, passports, renewals etc. at no extra cost.

That finishes with one part of the Booking Office.

If you walk straight on after coming up the escalator, you come upon the large main counter. The main counter has a re-confirmation desk, a rerouting counter, a first-class counter (for all our Maharajas), a facilitation unit (which deals mainly with Government of India bookings), an itinerary counter (which justifiably prides itself in being able to work out some of the cheapest fares) a gulf counter (which is so busy that it is manned by almost 14-15 staff) a gulf reconfirmation counter and an instant check cell (situated behind the counters). This cell has three staff who check all the office coupons of the tickets issued by the main counter staff, together with the Reserve Bank of India clearance.

In the centre of the main part of the hall, sit the general PRO and the gulf PRO at their desks; their main function is to guide passengers to the correct counters (very often we have passengers erroneously coming to us with requests

WORLD'S BOOKING

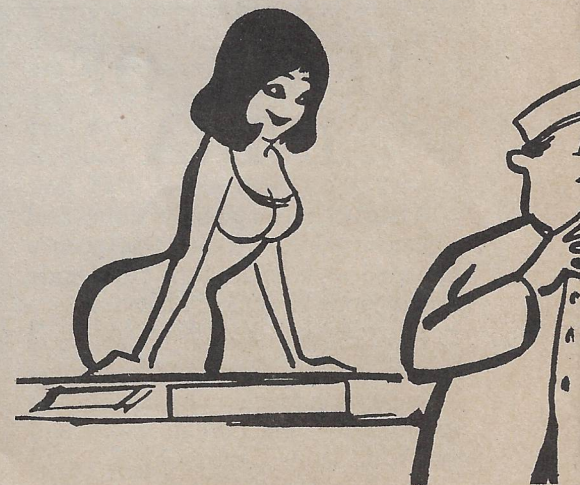


Up the escalator a

Hotel lounge? No, booking office.



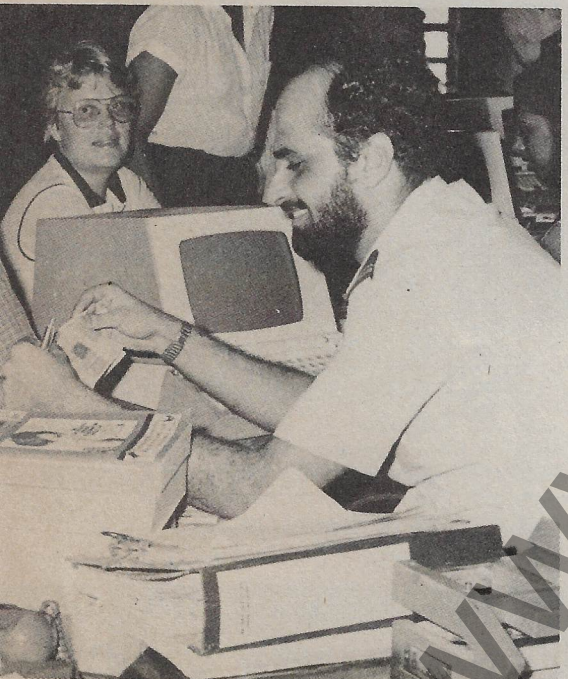
Service with a smile from Darius Bill



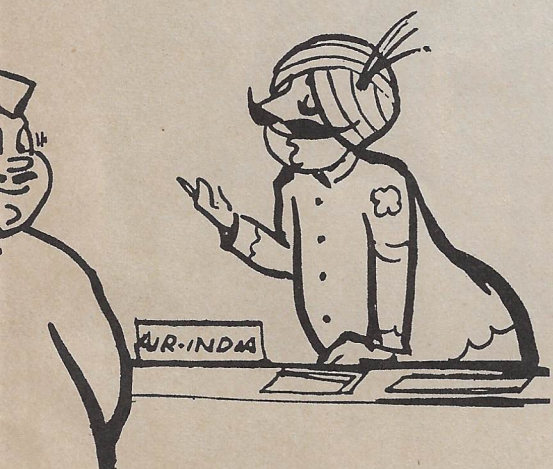
LARGEST OFFICE



d down the stairs.



oria checking passenger documents.



for other airline bookings and ticketing) and also to regulate and systemise the traffic by means of a register in which all passengers' names are entered as and when they enter the hall.

At the two ends of the hall, are the duty officers' desks, where (hopefully!) all problems of endorsements, getting a seat, getting re-imbursed for having been off-loaded etc. are solved. The duty officer's job in Bombay's Booking Office is by no means an easy or cushy job; in fact, it is a pretty thankless one and the poor officer gets the worst brunt of it all. Passengers around this desk invariably seem to be demanding and yelling for something or the other. While the main counter remains open till 10.00 pm ticketing is done only till 6.00 pm.

So much, for the "visible" part of the Booking Office, because like a staged play, there is much activity behind the scenes.

Reservations

Behind the scenes, we have our large computerised reservations section working round-the-clock. There are 63 staff, out of which 25 work in shifts following the pattern of morning, afternoon and night. These "behind the scene" staff make bookings for passengers over the phone and generally do not come in physical contact with the passengers themselves.

In the reservations section, there is a separate unit for handling agents (who said that AI's agents were not well looked after?). To facilitate our passengers and agents even further, group and 'unaccompanied minor' bookings are also handled by a special unit consisting of three staff called the 'group-desk'. Then, there is a 'pre-flight' section of six staff who are responsible for cancelling bookings of passengers who have not reconfirmed or got themselves ticketed within the time-limit period.

Hotel bookings (both at passenger cost, and at the airline cost-known in aviation jargon as 'layovers') and Indian Airlines bookings for passengers connecting from IC flights onto our flights or vice versa, are also done by our reservations staff.

And finally coming to the tail end of our tour we have tucked away in the far corner the office of the boss of it all, Mr M. P. Mascarenhas, Manager-Western India. Next to him is his Deputy Manager, and then our large sales section who are out in the field most of the time, selling our airline to agents, companies and large business houses amidst stiff interline competition.

On the ground floor we have our administration section which keeps a record of staffs' leave, passages, quota of uniforms etc. and, on the 9th floor, the refunds and stations account department. And far from all this hustle and bustle, and yet very much a part of the Booking Office, we have a receptionist at the Taj Hotel and one at the Centaur. That ends it all!

Surprisingly, inspite of being so spread out and scattered there is an immense feeling of togetherness amongst the staff of Bombay Booking Office. Lunch hour finds people from different sections grouping together to laugh, share and possibly gossip. The prescribed 45 minutes lunch break always seems too short for their 'get togethers'.

The spirit and flavour which is so predominantly characteristic of this place, will I am sure not be found anywhere else. Noise, heat, crowds, burring of huge pedestal fans, demanding agents, an occasional foray by an inquisitive roach (did I hear someone squeal?) all add in giving this pot-pourri its own magical flavour, its own special appeal, its very own distinctiveness. □

— Leena Bisen

RANDOM JOTTINGS

By Booking-Office Mind

Whatever happened to Random Jottings, I have frequently been asked, both by devoted admirers and by sneering detractors. Did the management finally succeed in muzzling your nonsensical meanderings? Did the editor of Magic Carpet eventually see sense and classify your inane column as such, consigning it to the literary garbage-can where it so rightfully belongs? Did Controller of Communications Ganesh Dubey, on whom you had so often trained your telephonic sights, decide to render your phone inoperative? Or did your long-suffering wife, whom you have generally ridiculed, finally erupt and stuff copies of Magic Carpet down your throat?

Well, Random jottings are back to stay, whether readers like it or not. I metaphorically stick my tongue out at my few (I hope) detractors. To my many admirers I can only say that my long silence was not due to any of the reasons enumerated above. Put it down to laziness, lethargy or lackadaisicality (isn't that a beautiful word!) You may attribute it to somnolent genius which suddenly awakes from its slumbers to spit fire like a dragon. Or it may be due to the fact that Air-India, like myself, has emerged from the dumps and, flying high today, has made a profit of something like twelve million dollars.

As I roll those three beautiful words (twelve million dollars) round my tongue like old Remy Martin cognac, I secretly wish that even 0.1% of that princely sum could somehow find its way into my (secret) bank account. Because I could then proceed to execute my secret ambitions (and which one of us can truthfully say he does not nurse a secret ambition?). Like eloping with my best friend's wife — she is slim, smooth, silky, svelte and sophisticated.

(Joke : I place the ladder against her window at dead of night. "Not too much noise", I tell her, "your husband may hear us". "Don't worry", she replies, "he's down below holding the ladder.")

Like taking off with her for some remote corner of the world such as Port Stanley in the Falkland Islands, where we can bask in the sun for three days in the year and for the remaining 362 days snuggle under blankets and look out of the window and watch 1706 sheep muzzling one another. But that is all gone now. Fancy waking up one wintry morning to find a belligerent Royal Marine tickling your toes with a sten-gun. Or have some dummy fire a practice missile with a dummy warhead straight through your window and out of the loo. And so my best friend's wife will have to wait until I find somewhere sometime another Island in the Snow.

Again, I meander. Possibly it is due to old age creeping in with the bones creaking away and my good friend Dr. Palit tch-tch-ing in distress at that hacking cough. Emphysema, he diagnoses. Enema, he prescribes.

For I had intended to write about the boys and girls who 'man' the biggest booking-office in the world under the baton of Majordomo Michael Mascarenhas, Manager-Western India. There is no sunlight

for them, no beautiful view of the Marine Drive bay. Madam, I once told a beautiful Australian travel-writer whose knowledge of geography was obviously limited, madam, I said as we stood on Air-India's Nariman Point 23rd floor terrace, today you are truly privileged, for on your right you can see the Arabian Sea and on your left the Bay of Bengal. And she clapped her hands in childish delight while I made an inhuman effort to divert my eyes from her shapely legs which the high winds on our rooftop insisted on whipping into shape.

But once again, I wander. This is the story — or is it storey? — of the 1st floor. Where 425 Air-India staff labour with great pain to provide assistance to importunate passengers — the guy who wants instant service (even a tea-bag to him is time-consuming), the fellow who feels that the duty officer, the counter-supervisor, the computer (which, please note Mr Dubey, is often 'down'), are all a bunch of nincom-poops — the chappie who wants free hotel accommodation and a free ride round the town at AI expense, of course. I can well imagine how much patience, tolerance and a smiling keep-cool-whatever attitude our staff at the counter require to keep the shop going. My heart goes out to them.

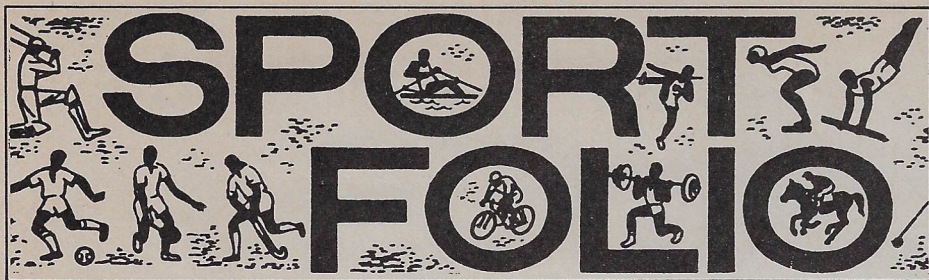
I personally have always found the booking-office staff a darn good bunch. I have spoken on the phone to Coopers and Sharmas and Kangas and Asnanis and Phansalkars and Ladhahboys and Swamys and D'Cruzs and many more — all of them as faceless to me as I am to them — and have invariably found them helpful, doing their best to find the answer, using their knowledge, experience and expertise to revert *phut-a-phut* with the solution.

PNR (how often we use this expression and how few of us 'laymen' know what it stands for!), PTA, Itinerary, Documentation etc. etc. etc. are all unknown factors to Narayanswamy, Jagtap, Supnekar, Clement, Varadarajan, Vijai Kumar, Sapat or myself. But they are always there, the boys and girls behind the counter, to provide the answer when you pose the problem.

And so I dedicate these jottings — and at last I have come to the point — to those counter staff who bear the brunt of the public's demanding and often unreasonable attitudes but who, to those mortals in the rarified atmosphere of the 17th floor and above at Nariman Point or to those in the Santa Cruz complex, will always remain unseen, unheralded and unsung.

I end these ramblings by reverting to my best friend's wife. (Joke : "My wife ran away with my best friend", says the husband thoughtfully. "Was he very handsome?" asks the sympathetic friend. "Can't say," replies the husband, "I never met the man".)

I have decided to fly with my beloved to Timbuctoo. Tomorrow, I shall ring up the Itinerary Counter, and I know I shall get a quick and accurate response. I only hope the lady will be as fast to get away. For the poor husband cannot be expected to hold that ladder indefinitely! □



1981-82 Highlights

THE year 1981-82 was a successful year for Air-India in the field of sports. Our badminton, hockey, kabaddi, football, tennis and cricket teams gave sparkling performances in various local and international tournaments.

The Badminton team won the International Airlines Invitation Badminton Tournament in Kuwait and the Inter Offices Badminton Tournament in the Ladies' events in Bombay. Also during the year, Air-India were runners-up in the Public Sector tournament at Madras. Sujata Jain from the Industrial Relations was once again in the limelight and represented Maharashtra in the National Badminton Tournament and at the time of writing she is attending a special camp for the Asian Games.

Air-India were winners of the Golden Gate Hockey Tournament in San Francisco and in the Sr. Division Hockey League Tournament organised by the Bombay Hockey Association, Air-India were runners-up.

Our football team played a prominent role in the local Harwood League Tournament and reached the semi finals in the All India Public Sector tournament. Salil Laxman from Personnel was selected to represent Maharashtra in the National Football Tournament.

T. N. Parmeshwaran of the Commercial Department, Madras, qualified

for the International Masters and performed splendidly in the local as well as in international chess tournaments. In the field of body-building, V. Padte from the Cargo Complex bagged the Maharashtra State title, and in Kabaddi we won the All India Gold Cup with S. D. Shinde being adjudged the best player.

President of the Sports Control Board B. Baliga; Dy. Controller of Stores & Purchases R. Kanai; Flight Engineer D. Dutt; Capt. A. Godbole; Commercial's K. Shivdasani; and Engineering's V. Gajapathy and V. Ethiraj participated in the annual Pratt & Whitney Aircraft/Air-India tennis tournament in the USA and won the event with three matches to one. Air-India were runners-up in the Inter Offices Wagle Shield tennis tournament. In the Air-India sponsored Public Sector Tennis Tournament our 'A' and 'B' teams reached the finals.

V. Dutt from Industrial Relations represented Uttar Pradesh State in the Ranjit Trophy Cricket Tournament and Air-India Invitation Cricket Team from Dubai toured India and they played against Air-India team in Bombay.

The 10th Air-India Open Golf Tournament attracted forty entries from Air-Indians throughout our system and this year the Inter Department trophy was won by the Commercial Department.

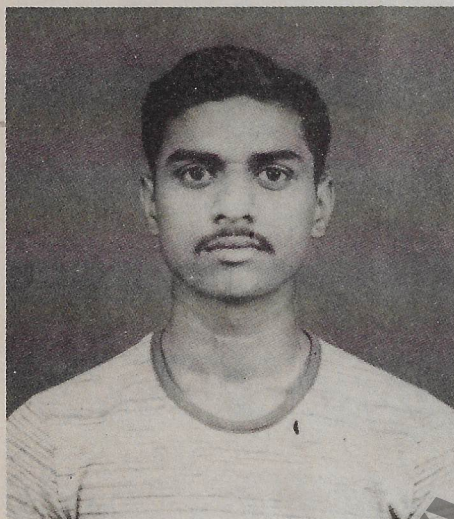
— R. D. Manjrekar



Mrs Raghu Raj, wife of our Chairman, presenting the Open Medal Round Golf Trophy to Capt L. Sadrangani.



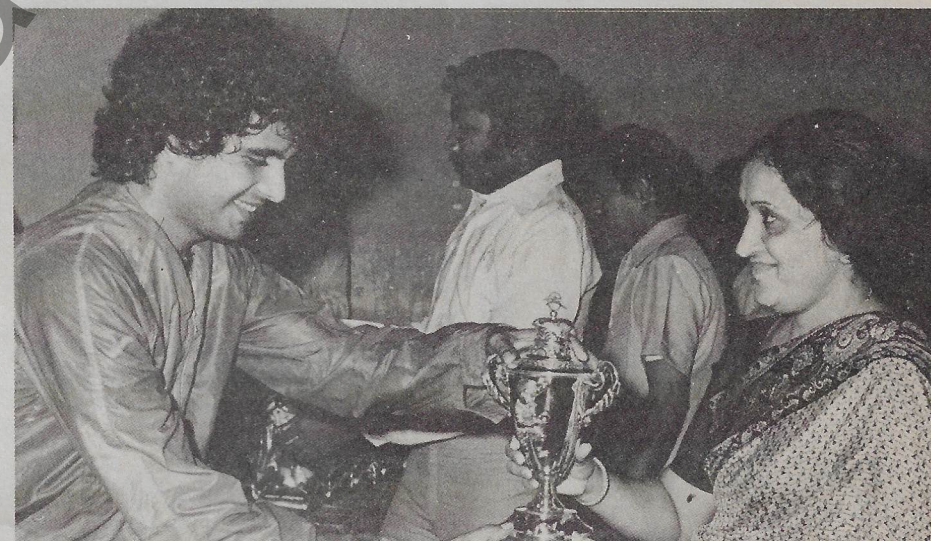
The Air-India Badminton Team (l to r) V. K. Arora, K. Warden, T. N. D. Pillai (Captain), A. P. Roy, A. R. Suvarna and T. Lala.



Salil Laxman

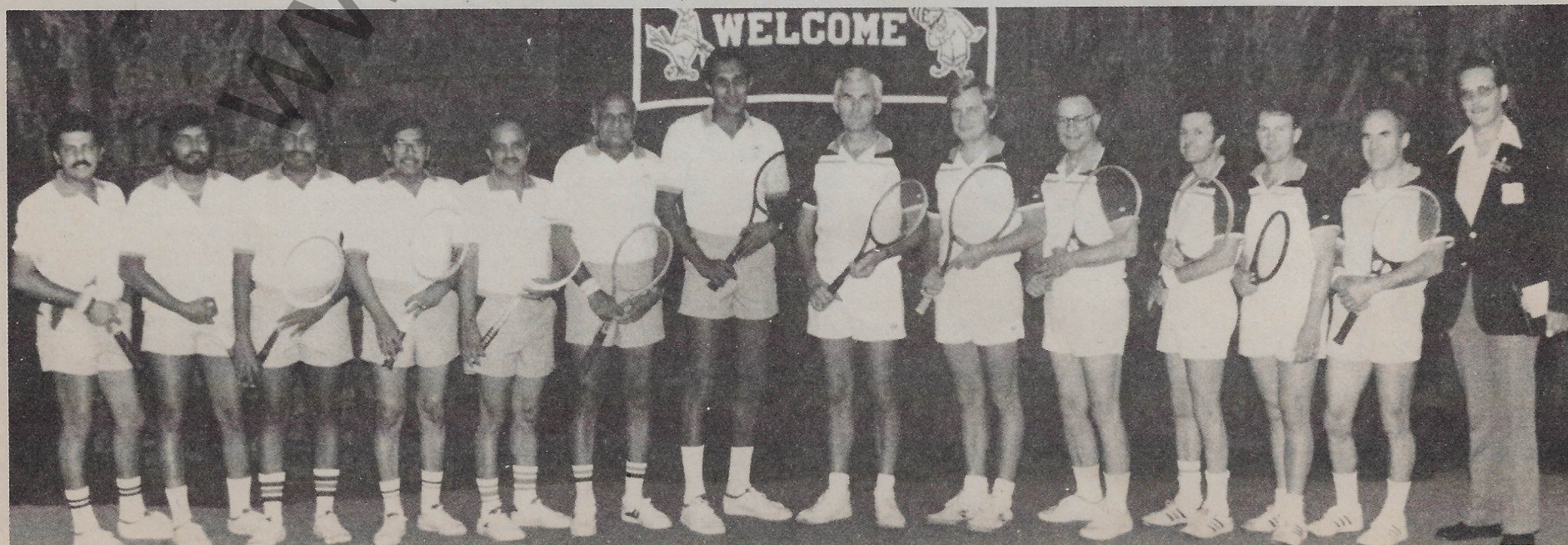


Sujata Jain



Vilas Menon, Captain of the Morarjee Mills Table Tennis Team, receiving the Air-India Inter Offices Winners Trophy from Mrs Baliga, wife of the President of our Sports Control Board.

Participants in the Air-India/Pratt & Whitney Tennis Tournament held in the USA.



IN MEMORIAM

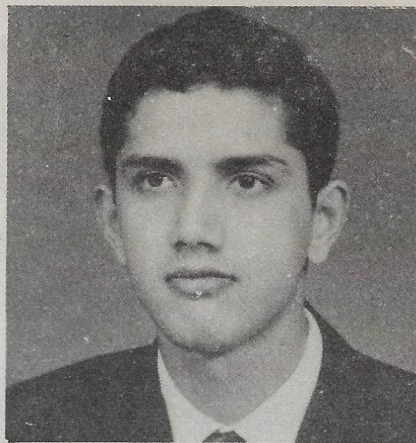
In the early hours of Tuesday, June 22, joy, happiness, laughter and the desire to be home again were suddenly cut off and replaced by a spine-chilling grief. 707 'Gauri Shankar' was coming in to land at Bombay Airport when it was hit by a tremendous rain-squall. 17 precious lives were lost in the accident, the toll including two cabin crew and two staff. Every single one of us in Air-India mourns: in the midst of life, we are in death. May the souls of our dear departed rest in peace. May their loved ones be given strength and courage in their great grief □



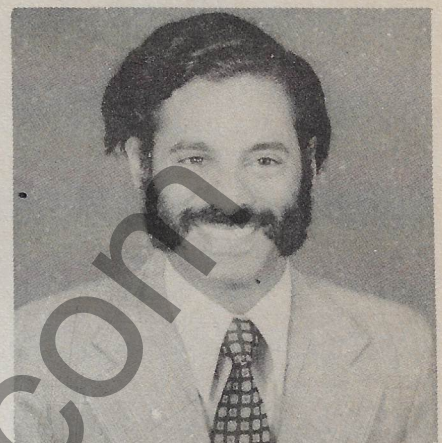
S. G. Kavade, 42, Operations Department joined on 4.8.1960.



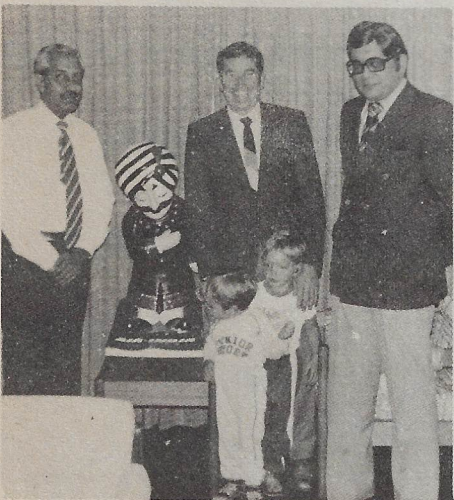
Elizabeth Job, 28, Air Hostess, joined on 21.1.1979.



Krishnaswamy Sampath Kumar, 37, Flight Purser, joined on 21.1.1972.



R. Chandran, 40, District Sales Superintendent, Madras, joined on 14.5.1965.



Hon. Barry Mackinon

Hon. Mr Barry Mackinon, Minister for Tourism, Western Australia, recently travelled on our service en route to Los Angeles. He and his two sons are seen here in the photograph with Mr Narpat Singh, our Regional Director, Australia & South East Asia and Mr Anil Kadam, Manager-Western Australia and Southern Australia. □

Festival of India

The gazelle-like Malavika Sarukkai, well-known exponent of the Odissi Classical dance, was among performers at an Indian concert in Birmingham in conjunction with the Festival of India.

The programme also included Bharatanatyam from South India and a Manipuri dance from the north-east India. □

OBITUARIES

We regret to announce the death of the following staff:

MR BALKRISHNA BHIMRAO GAMARE, Senior Cleaner, Stores & Purchase Department, years of service: 16.

MR NAMDEV SINGH CHADHA, Station Superintendent, Commercial Department, years of service: 27.

MR HARI MUKUNDA GADEKAR, Head Cleaner, Stores & Purchase Department, years of service: 27. □



Hong Kong Rajputs at Roopniwas, Nawalgarh.

Hong Kong Rajputs

INDIA is a veritable treasure chest when it comes to interesting and beautiful things to see and places to visit. The variety is tremendous as are the distances to be covered, and all too often it is necessary to rough it out a bit. Thus it's surprising that many exciting and picturesque places off the beaten track remain undiscovered by most visitors, and, alas, by our own compatriots too.

Believing the grass to be greener on the other side, we take every opportunity to travel abroad and fail to see the lush emerald hues at home, until, quite often, our eyes are opened by foreign tourists.

Recently a group of adventure loving members of the Royal Asiatic Society in Hong Kong, bored with the usual type of package tours, got together and went off to India on a camel safari. Visiting Delhi, the pink city of Jaipur, Nawalgarh, Mandawa, Bikaner with its well preserved 16th century fort lavishly decorated with paintings and mosaics, the tour took in the Pushkar Fair, one of the largest and most colourful of cattle fairs, where you can find bargains from ivory & silver ornaments to camels. The group enjoyed its shopping sprees, but despite the car registration fees in Hong Kong having been increased by 300%, petrol prices going up and up, and the high parking fees, camels, surprisingly, were not in great demand!

Travelling along the Old Silk Road, through the desert of Rajasthan and the farming region of Shekhavati, the group passed through remote quaint little towns and villages where one is amazed to find magnificent old stone houses,

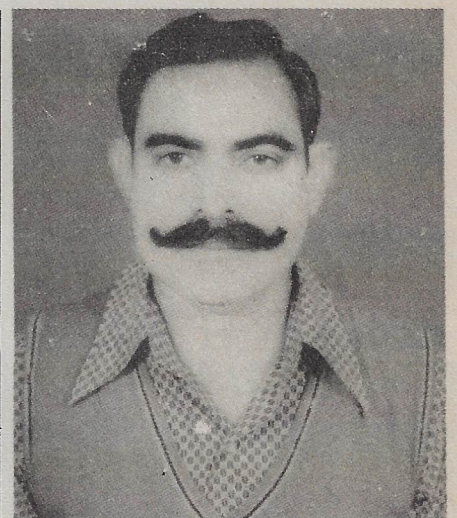
belonging to wealthy merchants. Beautiful frescoes, dating back to the early 19th century, decorate the walls, both inside and out, but regrettably the buildings are all too often neglected and left in a dilapidated state.

According to many visitors to India, one of our greatest attractions is our people, their hospitality and willingness to help. This is particularly so in our small towns and villages, and the people of Rajasthan proved no exception. Everyone in the villages appeared to be greatly amused and bemused to see a group of foreigners in fancy dress, for the tourists found Rajasthani dress extremely comfortable, swaying along, or whatever one does on top of a camel, crawling in and out of tents and eating in the open air by the light of the moon.

Camels are said to be crotchety bad tempered creatures, but our Indian camels, like our people, appear to have done a super PR job, and wormed their way into the hearts of our tourists who found the camels "hard working, intelligent, graceful and gorgeously snooty"

Although a few of the members of the group found the camels not too comfortable or easy to handle, and were possibly relieved and happy to get back to the comfort of hotel rooms and modern conveniences, all were unanimous in their opinion that this had been a memorable and worthwhile experience, and that they had seen some truly interesting and picturesque places — places of which they had never even previously heard. □

— Soonoo Ragi



H. P. Tyagi

Well Done

Mr H. P. Tyagi, Ground Services Department, Delhi, has received appreciation from the management for his exemplary sense of duty and honesty while recently on duty at Delhi Airport.

During his shift duty when he was assigned to clearing dolleys from bays, he found a lady's purse in bay No. 10. He handed over the purse containing Rs. 101/-, an Indian Airlines ticket etc. to the apron supervisor, and the purse was returned to the owner through our security.

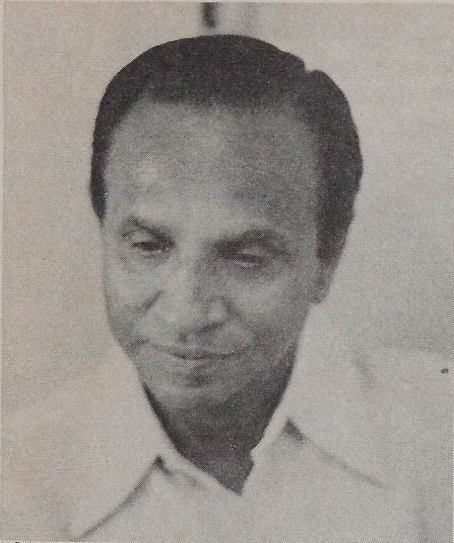
Mr K. K. Gadgil, Director-Ground Services, in his letter to Mr Tyagi stated "please accept my warmest appreciation for your sincere act, thereby setting an example to your fellow staff." □

IATA Guides

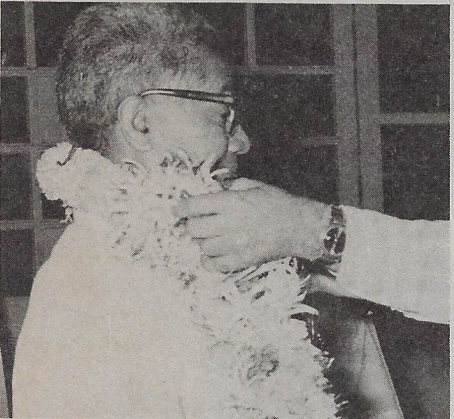
In 1982 — the United Nations' International Year for Disabled Persons — IATA Member airlines published a series of three booklets in a concentrated effort to help such passengers.

Individual copies of these booklets — "Incapacitated Passengers Handling Guide" (in English), "Incapacitated Passengers Air Travel Guide" (English, French), and "Incapacitated Passengers Physician's Guide" (English) — are now available free of charge to Member airlines as well as to non-IATA carriers and outside parties. □

FAREWELLS



Mr M. S. Kale, Asst Supdt, Engineering Department, Santa Cruz.



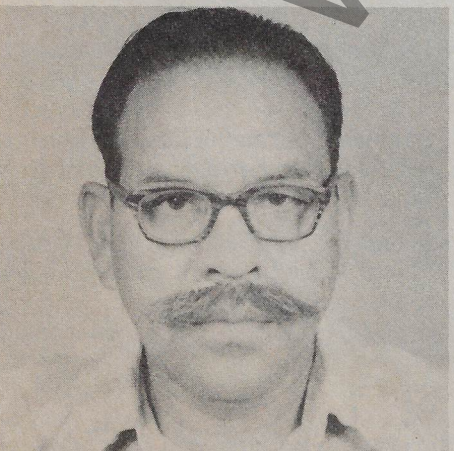
Mr H. R. Bocarro, Master Technician, Engineering Department, Santa Cruz.



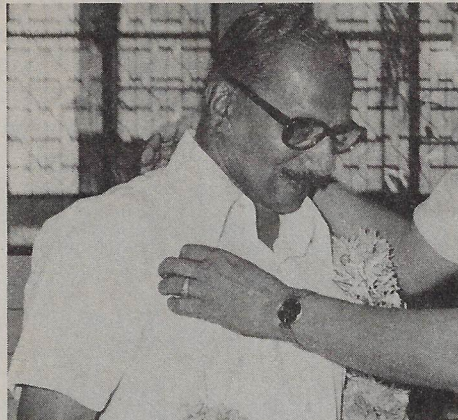
Mr G. J. Pereira, Foreman, Engineering Department, Santa Cruz.



Mr P. K. Raut, Mason, Civil Works & Properties Department, Santa Cruz.



Mr M. S. Gussain, Head Security Guard, Security Section, Delhi.



Mr B. Karat, Foreman, Engineering Department, Santa Cruz.



Mr C. B. L. Pinto, Foreman, Engineering Department, Santa Cruz.



Mr A. R. Mayekar, Master Technician, Engineering Department, Santa Cruz.



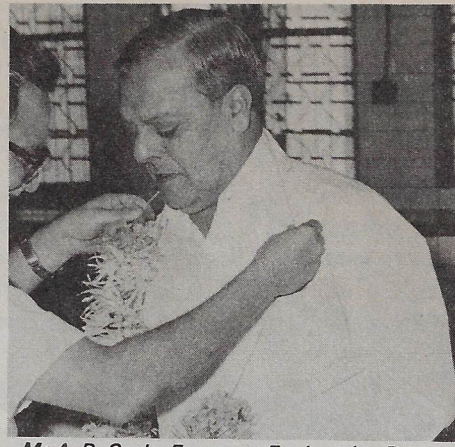
Mr A. G. Shevade, Chargehand, Engineering Department, Santa Cruz.



Mr P. Fernandes, Cleaner, Engineering Department, Santa Cruz.



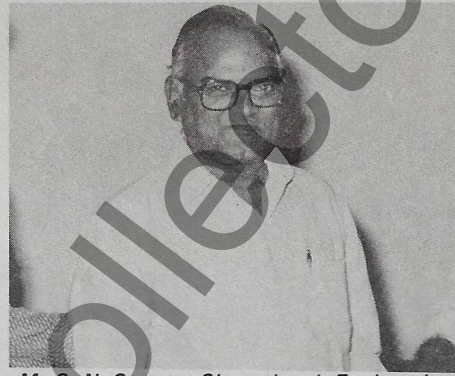
Mr R. Sirwalla, Accounts Officer, Accounts Department, Santa Cruz.



Mr A. R. Cavle, Foreman, Engineering Department, Santa Cruz.



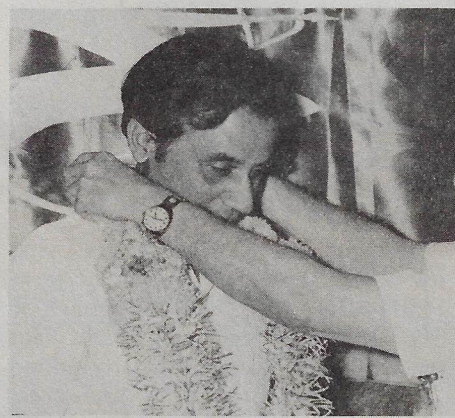
Mr W. Pengal, Sr Aircraft Technician, Engineering Department, Santa Cruz.



Mr S. N. Saxena, Chargehand, Engineering Department, Santa Cruz.



Mr E. M. Isaac, Foreman, Engineering Department, Santa Cruz.



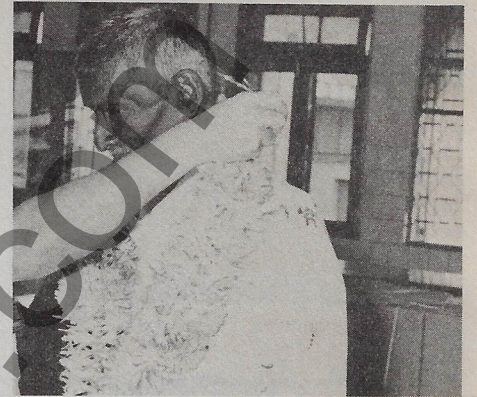
Mr A. Lobo, Inspector 'A', Engineering Department, Santa Cruz.



Mr M. V. Bichu, Manager, Air-India Press, Stores Department, Santa Cruz.



Mr Baldev Ramji, Head Cleaner, Inflight Service Department, Santa Cruz.



Mr G. N. Pawar, Cleaner, Engineering Department, Santa Cruz.



Mr K. P. S. Prabhu, Chargehand, Engineering Department, Santa Cruz.



Mr Laxman Y. Raut, Master Technician, Engineering Department, Santa Cruz.



Mr J. D. Dias, Foreman, Engineering Department, Santa Cruz.



Mr D. G. Hambarde, Master Technician, Engineering Department, Santa Cruz.

मैजिक कार्पेट

भाग 26, सं. 8/9

अगस्त/सितम्बर 1982

हॉलिडे-1982

हॉलिडे-82 (चित्र नीचे है) पर्यटन पर सर्व-प्रथम प्रदर्शनी थी, जिसे सऊदी अरब के पूर्वी प्रदेश में आयोजित किया गया। अलखोबर स्थित अलगोसैबी होटल में लगाई गई इस प्रदर्शनी का उद्घाटन महामहिम अब्दुल मोहसिन इब्न जुलावी ने किया।

एअर-इंडिया एवं अन्य यात्रा व पर्यटन संस्थाओं ने इस प्रदर्शनी में भाग लिया। हमारा स्टॉल एअर-

इंडिया पोस्टरों एवं चित्रों से सजाया गया था।

एअर-इंडिया स्टॉल को हमारे धारान के प्रबंधक की पत्नी श्रीमती सोनिया भंडारी ने तैयार किया था। एअर-इंडिया एवं भारत के बारे में किसी प्रकार की जानकारी देने के लिए ज़िला बिक्री प्रबंधक श्री पीटर गोम्ज़ एवं जी.एस.ए. कर्मचारी इस स्टॉल पर उपस्थित थे।



हॉलिडे 1982 प्रदर्शनी में एअर-इंडिया स्टॉल का एक दृश्य।

प्रशंसनीय उद्देश्य

एअर-इंडिया के बम्बई स्थित कर्मचारियों ने नेशनल एसोसिएशन फॉर द ब्लाइंड को 1,295 रु. दान किए।

उक्त एसोसिएशन की फाइनेन्स रेंजिंग कमेटी

ने इस नेक कार्य के लिए एअर-इंडिया से अंशदान करने की अपील की थी। कमेटी के अध्यक्ष ने कर्मचारियों द्वारा किए गए इस स्वैच्छिक कार्य की सराहना की है।

भारतीय आहार समारोह

एअर-इंडिया ने हाल ही में हांगकांग एवं मकाओ में यात्रा-व्यापार के विशिष्ट वर्ग के लिए भारतीय स्वादिष्ट व्यंजनों की एक दावत का आयोजन किया तथा भारतीय संस्कृति की एक झांकी प्रस्तुत की।

यह आयोजन हांगकांग में मनाए गए एक भारतीय आहार समारोह एवं मकाओ में जगमगाती इंडिया नाइट के अवसर पर किया गया। सैंटर होटल एवं वर्ल्ड ट्रेड सेंटर क्लब ने इस समारोह का आयोजन किया।

गवर्नर रीअर एडमिरल वास्को डी अलमेडा-इ-कोस्टा ने उक्त मकाओ समारोह में शामिल होकर समारोह की शोभा बढ़ाई।

श्रम सम्पर्क समिति

श्री एच.सी. कपूर, स्थानापन्न इंजीनियरी उप निदेशक (ओवरहॉल) को वर्तमान श्रम सम्पर्क समिति की शेष अवधि के लिए श्री एम.एस. बालसुब्रमणियम के स्थान पर कॉर्पोरेशन के प्रतिनिधि के रूप में नामित किया गया है।



शारजाह के शासक हमारे अध्यक्ष श्री रघु राज से एक उपहार लेते हुए।

अध्यक्ष द्वारा शिष्टाचारिक भेंट

शारजाह के शासक एवं शासकों की संयुक्त यूनाइटेड अरब अमीर सर्वोच्च परिषद् के सदस्य महामहिम शेख सुलतान बिन मोहम्मद अल कासिम ने बम्बई की अपनी तीन दिन की निजी यात्रा के दौरान 6 जून 1982 को बम्बई में एअर-इंडिया के अध्यक्ष श्री रघु राज से एक

मुलाकात की।

एअर-इंडिया ने 10 मार्च, 1981 से शारजाह के लिए अपनी उड़ानें आरम्भ की थीं। शारजाह के शासक महामहिम ने श्री रघु राज से शारजाह में एअर-इंडिया की उड़ानों के विस्तार संबंधी संभावनाओं पर चर्चा की।



ब्रह्म एअरपोर्ट पर एअर-इंडिया का एक बोइंग विमान।

लक्ष्य भारत

वैल्लियम स्थित प्रमुख औद्योगिक व्यापार-मंडल में से कॉफी कम्पनी शाट नॉएर एवं ए.ई.जी. टेलीफोन, ऐसी व्यापारिक संस्थाएं हैं जिन्होंने भारत के विभिन्न क्षेत्रों के अपने ग्राहकों के लिए ग्रुप-प्रोत्साहन चार्टर्स आयोजित करके लक्ष्य-भारत के प्रोत्साहन को बढ़ावा दिया है।

अपने विक्रेताओं को प्रोत्साहन के रूप में बढ़ावा देने के उद्देश्य से लक्ष्य के रूप में भारत को चुनने की संभावनाओं का पता लगाने के लिए शाट नॉएर के मार्केटिंग मैनेजर श्री बी. औरारी और ए.ई.जी. टेलीफोन के श्री पी. हॉद्रू ने एक अन्वेषी मिशन के रूप में भारत की यात्रा की। इसके परिणामस्वरूप, शाट नॉएर ने 102 एवं ए.ई.जी. टेलीफोन ने 85 विक्रेताओं को एअर-इंडिया द्वारा भारत भेजा।

एअर-इंडिया अब ब्रह्मल में इस प्रकार के विभिन्न समूहों के साथ लक्ष्य भारत आरम्भ करने के प्रयास में व्यस्त है।

शिक्षा-अनुदान

शैक्षिक-वर्ष 1981-82 के दौरान 1,334 बच्चों को कुल मिलाकर 3,22,678.00 रु. का शिक्षा अनुदान दिया गया। शिक्षा-अनुदान सुविधा एअर-इंडिया कर्मचारियों के बच्चों के लिए शैक्षिक-वर्ष 1963-64 से आरम्भ की गई थी। इसके आरम्भ के प्रथम वर्ष में कर्मचारियों के 55 बच्चों को 6000 रु. की राशि का अनुदान दिया गया था। इस योजना की पात्रता के लिए पिछले वर्षों के दौरान अनेक रियायतें प्रदान की गईं।

1981-82 के मुख्य कार्यक्रम



ऑल इंडिया पब्लिक सैक्टर टेनिस टूर्नामेंट में वाणिज्य विभाग के किशोर शिवदासानी अपना पुरस्कार ग्रहण करते हुए।



एअर-इंडिया कबड्डी टीम

खेल जगत् में वर्ष 1981-82 एअर-इंडिया के लिए एक सफल वर्ष रहा। विभिन्न स्थानीय एवं अंतर्राष्ट्रीय खेल-प्रतियोगिताओं में हमारी बैडमिंटन, हॉकी, कबड्डी, फुटबॉल, टेनिस तथा क्रिकेट टीमों ने शानदार प्रदर्शन किया। हमारी बैडमिंटन टीम ने कुवैत में इंटरनेशनल एअर-लाइंस इन्विटेशन बैडमिंटन टूर्नामेंट एवं बम्बई में आयोजित महिला-प्रतियोगिता में इंटर ऑफिस बैडमिंटन टूर्नामेंट जीते। इस वर्ष भी मद्रास में आयोजित पब्लिक सैक्टर टूर्नामेंट में एअर-इंडिया की टीम रनर्स-अप रही। औद्योगिक संपर्क अनुभाग की सजाता जैन ने एक बार फिर अच्छा प्रदर्शन किया और नेशनल बैडमिंटन टूर्नामेंट में महाराष्ट्र का प्रतिनिधित्व किया। इस समय वह एशियन खेलों के लिए एक विशेष कैंप में भाग ले रही हैं।

एअर-इंडिया की हॉकी टीम सान फ्रांसिस्को में आयोजित गोल्डन गेट हॉकी टूर्नामेंट की विजेता रही और बम्बई हॉकी एसोसिएशन द्वारा आयोजित सीनियर डिवीज़न हॉकी लीग टूर्नामेंट के दौरान रनर्स-अप रही।

हमारी फुटबॉल टीम ने स्थानीय हारवर्ड लीग टूर्नामेंट में एक प्रमुख भूमिका अदा की एवं ऑल इंडिया पब्लिक सैक्टर टूर्नामेंट में भी फाइनल तक पहुंची। कार्मिक विभाग के सलिल लक्ष्मण को नेशनल फुटबॉल टूर्नामेंट में महाराष्ट्र का प्रतिनिधित्व करने के लिए चुना गया।

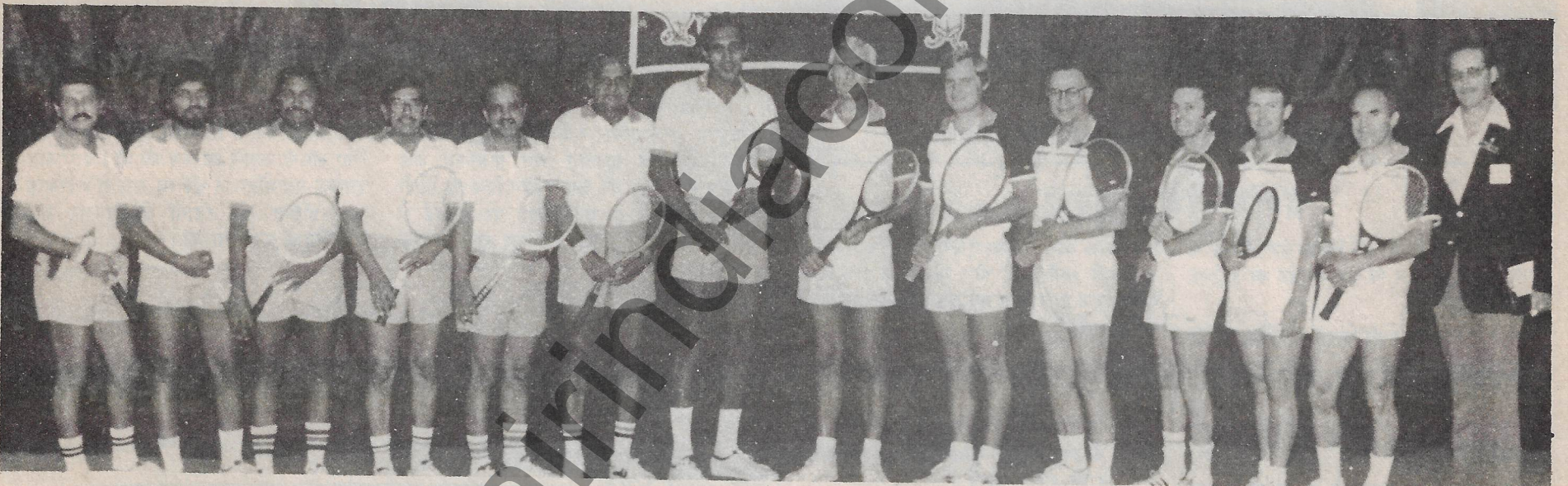
शतरंज में वाणिज्य विभाग, मद्रास के श्री टी.एन. परमेश्वरन इंटरनेशनल मास्टर्स के लिए योग्य ठहराए गए और उन्होंने स्थानीय एवं अंत-

राष्ट्रीय शतरंज प्रतियोगिताओं में शानदार प्रदर्शन किया। बॉडी-बिल्डिंग में कार्गो कॉम्प्लेक्स के वी. पड़ते ने महाराष्ट्र स्टेट टाइटल जीता। कबड्डी में हमने ऑल इंडिया गोल्ड कप जीता जिसमें श्री एस.डी. शिंदे को सर्वश्रेष्ठ खिलाड़ी घोषित किया गया।

स्पोर्ट्स कंट्रोल बोर्ड के अध्यक्ष श्री बी. बालिगा, भंडार एवं क्रय उप-नियंत्रक-श्री आर. कनल, फ्लाइट इंजीनियर श्री डी. दत्त, कैप्टन ए. गोडबोले, वाणिज्य विभाग के श्री के. शिवदासानी एवं इंजीनियरी विभाग के श्री वी. गजपति तथा श्री वी. एथिराज ने अमरीका में आयोजित वार्षिक प्रैट एण्ड विटने एअरकाफ्ट/एअर-इंडिया टेनिस टूर्नामेंट में भाग लिया और 3-1 मैचों से प्रतियोगिता जीती।

इंटर ऑफिसीज़ वाग्ले शील्ड टेनिस टूर्नामेंट में एअर-इंडिया की टीम रनर्स-अप रही। एअर-इंडिया द्वारा आयोजित पब्लिक सैक्टर टेनिस टूर्नामेंट में हमारी "ए" तथा "बी" टीमों फाइनल तक पहुंची। औद्योगिक संपर्क अनुभाग के श्री वी. दत्त ने रणजीत ट्रॉफी क्रिकेट टूर्नामेंट में उत्तर प्रदेश राज्य का प्रतिनिधित्व किया। दुबई से एअर-इंडिया इन्विटेशन क्रिकेट टीम ने भारत का भ्रमण किया तथा बम्बई में एअर-इंडिया टीम के विरुद्ध मैच खेला। 10वें एअर-इंडिया ओपन गोल्फ टूर्नामेंट में एअर-इंडिया परिवार के 40 सदस्यों ने भाग लिया और इस वर्ष अन्तर्विभागीय ट्रॉफी वाणिज्य विभाग ने जीती।

रमेश मांजरेकर



अमरीका में एअर-इंडिया/प्रैट एण्ड विटने टेनिस टूर्नामेंट में भाग लेने वाले खिलाड़ी।

स्मृति में

मंगलवार, 22 जून के दिन, सबेरा होने से पहले, हंसी खुशी, प्रसन्नता और दोबारा घर में होने की तमन्ना अचानक समाप्त हो गई और उसकी जगह छा गई एक गहरी व्यथा और रोमांचपूर्ण दहशत।

707 "गौरीशंकर" विमान बम्बई एअरपोर्ट पर उतरने के लिए आ ही रहा था कि भयंकर तूफानी बरसात ने इस पर प्रहार किया। इस दुर्घटना में 17 अमूल्य लोगों की जानें चली गईं, जिनमें दो केबिन-

कू सदस्य एवं दो अन्य कर्मचारी भी थे। एअर-इंडिया का प्रत्येक कर्मचारी इस दुखद घटना पर शोक प्रकट करता है : सांस चलते हुए भी हम मर से गए हैं। हमारी कामना है कि हमसे जुदा हुए

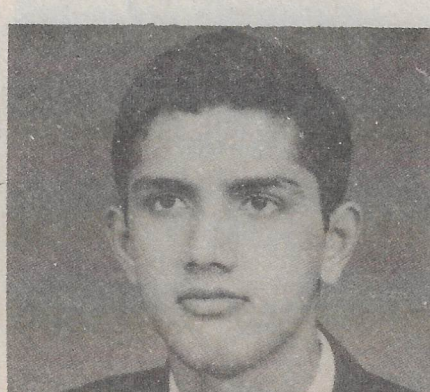
हमारे प्रिय सहकर्मियों की आत्मा को शांति मिले एवं उनके शोकग्रस्त प्रियजनों को उनके बिछोह और गहरे आघात को सहने की शक्ति एवं हिम्मत मिले।



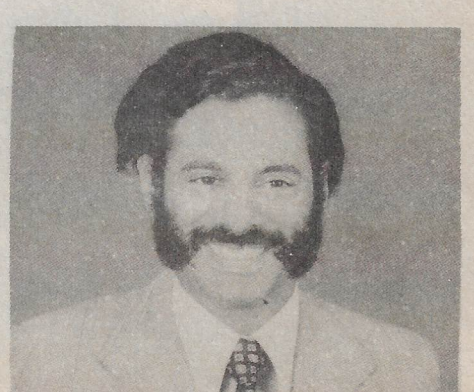
एस.जी.कावडे, 42, परिचालन विभाग, 4.8.1960 में भर्ती।



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जिला, बिक्री अधीक्षक, मद्रास आर. चन्द्रन, 40, 14.5.1965 में भर्ती।