

AIREG-TRV

escalate the issues involved in the Online Submission of Retirees Data.

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Copy of mail sent to VP ( ER) Air India with copy to Mr.VK Jain

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Employee Leisure Travel Policy/Passage Policy

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PK Anandan <pkanandan@gmail.com>

2:34 PM (0 minutes ago)

to gmpirhq@airindia.com VKJAINS@GMAIL.COM

AIR INDIA RETIRED EMPLOYEES GROUP-TRIVANDRUM

K/A .Ms Meenakshi Kashyap,  
Vice President ( ER)

Dear Madam

At the outset, the retired employees of Trivandrum are happy to receive such a communication from Air India since it is the first time we happen to see a communication direct to the retirees.

We thank you for the initiative in communicating directly to the Retirees regarding the revised Passage Policy which is going to be digitalised soon.

Accordingly all Retirees were asked to submit an online form giving the contact details-

In this connection we would like to highlight certain issues .

**A. NON RECEIPT OF CONFIRMATION /ACKNOWLEDGEMENT**

1. Many retirees have filled and submitted the online form .  
But no one received any Acknowledgement mail or SMS confirming receipt of the data.

2.Probably you may be aware that the majority of the AI Retirees are very Sr. Citizens of 70+80+85 of age.

3. Majority are not tech-savvy and are not experienced in filling up such online forms correctly and saving in PDF format etc.

4. Under such circumstances, one is not sure whether the form has been received at your end or not.

5. In the absence of any confirmation from your end, many have resubmitted, but no acknowledgement.

Hence we humbly request you to look into this urgently and arrange to send to CONFIRMATION mail or SMS or publish a list of those whose data have been received.

#### B. Need for extension of the last date for submission

1. The last date for submission, ie 10.10.23 is too short a period to reach the communication to all retirees.

2. Many are hospitalised and it is not sure whether they received the information at all.

3. Many do not have Mail IDs / Smart Mobile phones / Whatsapp facilities.

4. Many are staying in remote villages or may be abroad.

#### C. Ambiguity in the format

1. The Name column needs more clarity for filling

2. Ambiguity exists in the case of spouses of deceased employees. Though some clarifications have been seen on whatsapp groups by someone, No official clarifications from your end have been seen.

We welcome and appreciate your intention to implement the revised Passage Policy in the digital platform at the earliest.

But at the same time in that process, as the Head of Employee Relations,

\*it is our request to you to ensure to take  
all retirees on board\*

and justice meted out to all who are at the fag end of their lives.

Submitted for your kind consideration.

Awaiting your positive response.

Yours Sincerely

P.K.ANANDAN  
For AIREG-TRV  
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