

AIR INDIA RETIRED EXECUTIVE CABIN CREW WELFARE ASSOCIATION

Registration No F 44758 (Mumbai)

Dr Suresh Dutt Tripathi,
Chief Human Resource Officer
Air India Ltd

07th Oct 2023

Sir,

Retired employees have received an email dated 01/10/2023 from Ms Meenakshi Kashyap, Vice President, Employee Relation asking retired employees to fill up an online form for the purposes of revision of passage policy and digitalization of booking system.

We are glad to note that the long awaited decision to digitalize booking system (passages) for employees has been finally initiated; this is likely to make the system more accountable, transparent, cost effective and convenient for the employees.

To formulate a revised passage policy for retired employees and to link it with digital booking system employees are required to file their personal details thru an online portal by 10th Oct 2023 and there would be no extension beyond this date.

The information sought in the form is already available in the 2 databases being currently used by Air India management.

The first is used by the Passage section. The passage section of Air India, while sanctioning a Rebated Authority Order (RAO) is using this database prior to issuance of a passage entitlement. In-fact this database in addition to the information sought in the new form has other relevant passage information e.g. name of spouse, children, etc.

The second database which also contains all the information sought was created in 2021-22 thru an online portal, to provide medical benefits to retired employees. Enclosed is copy of one such form. This database is presently in use when required.

It is pertinent to point out that most of the information (*SAP No, Name, Gender, Company retired from, Date of birth, Date of Joining, Date of retirement, Domicile*) sought in the present form is static information and has not and will not change, and is already present in the two databases. In the last 7 years from 2016 to 2022 retired employees have been asked to fill forms twice and there has been virtually no change in their Email address and Mobile No. If the objective of the present exercise is only to update email ID and Mobile phone numbers then a circular to that affect may suffice, instead of asking all retired employees to submit fresh forms.

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You may be surprised to know that despite email ID's and Mobile Numbers available in the management database they have never been used as a source of communication with retired employees by Air India management before or after disinvestment.

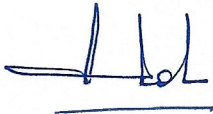
We urge management to consider the following:

1. All employees are Senior Citizen or Super Senior Citizen (above the age of 80 years) and are suffering from some medical condition. And as most of them live alone and are not computer savvy they have to make that extra effort to go to some cafe just to fill up the form despite their serious health condition
2. It may not be feasible for many retired employees to fill the form due to non-accessibility of net or other such services of communication from their present location.
3. The passage database will be regularly updated from time to time as it will be a dynamic process. Employee names to the passage database will be added or deleted as a consequence of fresh recruitment, marriage, retirement or expiry.

While we appreciate management's decision to streamline the system but to put a cut-off date to submit forms by 10th Oct 23 would be very unfair and unreasonable. If the deadline only indicates urgency then it is understandable but if it would result in retired employee losing his/her passage entitlement that would be unjust and unlawful therefore unacceptable.

For the reasons mentioned above we appeal to you to not strictly adhere to the deadline of 10th Oct 2023 and accept forms even after that date.

Thanking you



Anil Mohan
Secretary