

**COMMITTEE ON THE WELFARE OF
SCHEDULED CASTES AND
SCHEDULED TRIBES**

(FOURTH LOK SABHA)

NINTH REPORT

MINISTRY OF TOURISM AND CIVIL AVIATION

**Reservations for Scheduled Castes
and Scheduled Tribes in
Air India**



सत्यमेव जयते

**LOK SABHA SECRETARIAT
NEW DELHI**

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Corrigenda

to the

Ninth Report of the Committee on the Welfare
of Scheduled Castes and Scheduled Tribes
(Fourth Lok Sabha)

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COMMITTEE ON THE WELFARE OF SCHEDULED CASTES
AND SCHEDULED TRIBES

Shri D. Basumatari—*Chairman*

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*Elected on 22-4-1970 *vice* Shri Jaipal Singh died.

25. Shri Lokanath Misra
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- **28. Shri K. P. Subramania Menon
- ***29. Shri Sukhdeo Prasad
30. Shri Man Singh Varma.

SECRETARIAT

1. Shri B. K. Mukherjee—*Deputy Secretary.*
2. Shri J. R. Kapur—*Under Secretary.*

*Ceased to be Member of the Committee on his retirement from Rajya Sabha with effect from 2nd April, 1970 and re-elected on 19th May, 1970.

**Elected on 19th May, 1970 *vice* Shri B. D. Khobaragade who resigned from the Committee with effect from 27th February, 1970.

***Elected on 19th May, 1970 *vice* Shri Dayaldas Kurre who ceased to be Member of the Committee on his retirement from Rajya Sabha with effect from 2nd April, 1970.

INTRODUCTION

1. The Chairman, Committee on the Welfare of Scheduled Castes and Scheduled Tribes, having been authorised by the Committee to submit the Report on their behalf, present this Ninth Report on the Ministry of Tourism and Civil Aviation—Reservations for Scheduled Castes and Scheduled Tribes in Air India.

2. The Committee took the evidence of the representatives of the Ministry of Tourism and Civil Aviation and Air India on the 25th March, 1970. The Committee wish to express their thanks to the Secretary of the Ministry of Tourism and Civil Aviation and the General Manager of Air India and other officers of the Ministry of Tourism and Civil Aviation and Air India for placing before the Committee material and information they wanted in connection with the examination of the subject.

3. The Report was considered and adopted by the Committee on the 28th September, 1970.

4. A summary of conclusion|recommendations contained in the Report is appended (Appendix V).

NEW DELHI;
November 9, 1970.
Kartika 18, 1892 (S).

D. BASUMATARI,

Chairman,
Committee on the Welfare of
Scheduled Castes and Scheduled Tribes.

ADOPTION OF RESERVATION ORDERS BY AIR INDIA

The Air India Corporation came into existence in August, 1953. By the 31st December, 1964, Air India had 2306 employees inclusive of 285 in foreign countries. This strength was built up mostly by transfer of employees from Indian Airlines Corporation which had initially absorbed the staff of the ex-Company viz., Air India Ltd., on nationalisation.

1.2 As on the 1st January, 1970, Air India had 7289 employees on their roll.

1.3. From the very beginning "quota reservations" for Scheduled Castes and Scheduled Tribes had not been made in the matter of recruitment, the Corporation's policy had been to give adequate representation to candidates of Scheduled Castes/Scheduled Tribes wherever possible provided they possessed the prescribed qualifications and were suitable for the posts. Most of the recruitment in the lowest categories was made from among candidates of Scheduled Castes and Scheduled Tribes. Special action had also been taken by Air India to recruit as many candidates of those classes as possible to clerical posts.

1.4. Air India finally adopted reservation orders with effect from the 1st January, 1966.

1.5. In a written note furnished to the Committee, the Ministry of Tourism and Civil Aviation have stated the reasons why the Air India did not adopt the reservation orders before January, 1966 :

"In November, 1954, the Ministry of Home Affairs agreed, in principle, that the reservation orders in respect of the Scheduled Castes and Scheduled Tribes should also apply to statutory bodies which were not already following them. They, however, left it to the Ministries concerned to decide whether Government should issue a directive in this connection or not. If the Statute did not permit such a directive the only course would be to bring Government's policy to the notice of the statutory authority and to suggest that they should make suitable rules or amendments to fall in line with the policy.

This matter was brought to the attention of the Air India and they were asked by this Ministry to indicate the action taken to implement the policy.

Later in May, 1955, Air India replied that they did not support the principle underlying Government's decision regarding reservation as their organisation was working on a commercial basis and had to operate in a highly competitive international market. Their principle was to select personnel strictly on merit.

The problem was taken up by the Ministry with the Ministry of Law and the Law Ministry advised that there was no provision in the Air Corporations Act under which Government could issue a directive to the Corporation to make reservations in the services of the Corporation.

In July, 1955, the then Minister of Communications had a discussion with the Chairman of Air India on the general question of extending the scope of reservation to State-owned Corporations and Companies. The Chairman felt that it would neither be practicable nor desirable to enforce a rigid reservation system in so far as Air India was concerned. While appreciating this, the Minister expressed the view that in posts such as Loaders, Cleaners, Junior Mechanics, Typists etc., there should be scope for encouraging members of Scheduled Castes. Air India then agreed that special efforts would be made to recruit members of the Scheduled Castes in preference to other wherever possible.

This was followed by a letter from the Secretary of the Ministry to the Chairman of Air India in August, 1955 reiterating Government's policy and requesting Air-India to send annual statements showing the position of Scheduled Castes and Scheduled Tribes in the Services of the Corporation.

Correspondence continued to be exchanged between the Corporation and this Ministry, including the Minister, and in May, 1956, the then Secretary again stressed the need to make special efforts to increase the in-take of Scheduled Castes and Scheduled Tribes. This was followed by a further letter in August, 1956 asking for quarterly statements. Air India's reply in October, 1956 was that they were taking the necessary action but the response to their advertisements from Scheduled Caste and Scheduled Tribe candidates was not very encouraging.

- In November, 1956, the Ministry of Home Affairs again advised that the orders regarding reservation of posts should be followed as far as possible by Government Limited Companies, but observed that they would not like to fetter the discretion of the management in the matter of staff recruitment and that reservation orders should be followed consistently with the maintenance of efficiency.
- In May, 1957, the matter was again taken up with Air India at Minister's level. In August, 1959, the Secretary of the Ministry yet again impressed on Air India that special efforts should be made to increase the in-take of Scheduled Castes and Scheduled Tribes. This pressure was maintained. Air India, however, maintained throughout that since they were working in a highly competitive field, the strict implication of the Government policy would not be desirable in their case. They would, nevertheless, continue to make efforts to increase the in-take of Scheduled Castes and Scheduled Tribes.
- In August, 1965, the Ministry of Home Affairs suggested that Air India should be persuaded to observe the reservation orders. As a result of correspondence and discussions with this Ministry, Air India finally agreed in November, 1965 to fall in line with the general scheme of reservation, subject to the condition that it would not be possible for them to carry-forward their reserved vacancies not filled in a particular calendar year for being filled in subsequent years.
- In July, 1966, the Home Ministry desired that Air India should adopt the carry-over principle and fully implement the reservation orders. Air India, however, expressed their difficulty about the carry-forward rule and in April, 1967, the Ministry of Home Affairs were requested to exempt Air India from it. This was not acceptable to the Home Ministry and the Corporation was informed accordingly. Ultimately, in March, 1968, Air India agreed to fall in line.
- In April, 1969, the Ministry of Tourism and Civil Aviation wrote to the Chairman of Air India requesting him to take personal interest in the matter of reservation of Scheduled Castes and Scheduled Tribes. This was followed by another letter from him in August, 1969.

It will be observed, therefore, that this Ministry had been consistently pressurizing Air India to adopt the general policy laid down by Government in regard to Scheduled Castes and Scheduled Tribes. All the instructions issued by the Ministry of Home Affairs have been duly communicated to Air India and the Minister himself has taken up the matter personally with the Chairman. Air India's argument throughout has been that since they operate in a highly competitive international field, it will not be desirable for them to make recruitment on anything but the merit principle. Government are conscious of these shortcomings and Air India itself has now appreciated the need to put the matter right."

1.6. During evidence, the representative of the Ministry of Tourism and Civil Aviation has made the following observations:

"As I submitted earlier also this is not a satisfactory picture. However, we are certainly giving great attention to it. I have had discussions with the General Manager also and he is conscious of the imperative need to live upto the expectations that we have and Air India have assured me that they intend to rectify this position as quickly as possible subject to their being able to get suitable candidates. When I say 'suitable' I have impressed them that in appropriate cases they should reduce the minimum qualification so that the Scheduled Castes and Scheduled Tribes are enable to play a role in Air India."

1.7. The Committee are distressed to note that although the Air India Corporation came into existence in August, 1953, the reservations for Scheduled Castes and Scheduled Tribes in the Corporation were adopted as late as 1st January, 1966, and that too after protracted correspondence and discussions between the Ministry of Tourism and Civil Aviation and the Corporation. In view of the mandatory provisions of Article 335 of the Constitution which lay down that the claims of the members of the Scheduled Castes and Scheduled Tribes shall be taken into consideration, consistently with the maintenance of efficiency of administration, in the making of appointments to services and posts, it should have been obligatory on the part of the Air India to provide reservations for Scheduled Castes and Scheduled Tribes from the very beginning. As matters stand, on account of the delayed implementation of the Home Ministry's reservation orders, the Air India have deprived the Scheduled Castes and Scheduled Tribes of their due and legitimate rights guaranteed by the Constitution. The Committee, however, are glad

that Government are conscious of the shortcomings and "Air India has now appreciated the need to put the matter right." The Committee hope that the Corporation would, as assured by the representative of the Ministry of Tourism and Civil Aviation, rectify the position as quickly as possible so that the Scheduled Castes and Scheduled Tribes are enabled to play a significant role in Air India.

II

LIAISON WITH BUREAU OF PUBLIC ENTERPRISES

The Ministry of Finance (Bureau of Public Enterprises) in their O.M. No. 2(115)|68-BPE(GM) dated the 25th September, 1969, requested all the Ministries and Departments of the Government of India to keep a watch over the position regarding the implementation of the Government of India decisions in so far as the employment of Scheduled Castes and Scheduled Tribes in the public enterprises was concerned and also keep statistics about the share of Scheduled Castes and Scheduled Tribes in the staff strength|recruitment| promotion in these enterprises.

2.2 In their Second Report on the Ministry of Finance (Bureau of Public Enterprises) and the Ministry of Home Affairs: Reservations for Scheduled Castes and Scheduled Tribes in public undertakings, the Committee had expressed the hope that henceforth all the public sector undertakings would maintain statistics relating to the employment of Scheduled Castes and Scheduled Tribes according to the proforma which had been revised for the purpose by the Bureau of Public Enterprises and that these would be made available to the Commissioner for Scheduled Castes and Scheduled Tribes and to the Committee on the Welfare of Scheduled Castes and Scheduled Tribes.

2.3 The Ministry of Finance (Bureau of Public Enterprises) in their O.M. No. 9(2)|70-BPE(GM-I)-1 dated the 9th March, 1970, issued instructions to all the Ministries and Departments concerned to comply with the recommendations made by the Committee on the Welfare of Scheduled Castes and Scheduled Tribes.

2.4 In reply to a question, the representative of Air India has affirmed that the statistics relating to the employment of Scheduled Castes and Scheduled Tribes are being maintained according to the proforme devised by the Bureau of Public Enterprises.

2.5 Asked to state the nature of liaison and co-ordination existing between the Air India and the Bureau of Public Enterprises in the matter of reservations for Scheduled Castes and Scheduled Tribes in the Air India, the representative of Air India has stated:

“The Bureau of Public Enterprises communicate the instructions of the Government in regard to reservation of

vacancies for Scheduled Castes and Scheduled Tribes. The Bureau also calls for the periodical returns and statistics....

Apart from the nominations made by the Employment Exchange and the Organisations of Scheduled Castes and Scheduled Tribes, the Bureau should also have some Cell which can maintain a live roster of Scheduled Caste and Scheduled Tribe candidates for the various posts—region-wise so that this can be made available to the Public Sector Undertakings as an additional source to widen the scope of recruitment.”

2.6 The Committee note that the Air India are maintaining, and also furnishing to the Bureau of Public Enterprises, periodical returns and statistics about the share of Scheduled Castes and Scheduled Tribes in their recruitment. The Committee would, however, like to emphasise that mere maintenance of statistics is not an end by itself. The object of maintaining these statistics is to know the deficiency and shortfalls in the recruitment of Scheduled Castes and Scheduled Tribes in the Services and to underline the need for taking urgent remedial measures to make good the shortfalls.

2.7. The Committee agree with the views of the representative of Air India that it would be desirable to set up a Cell in the Bureau of Public Enterprises for maintaining a live roster of Scheduled Caste and Scheduled Tribe candidates for the various posts (region-wise). The Committee feel that the maintenance of such a roster would widen the scope of recruitment and facilitate absorption of Scheduled Caste and Scheduled Tribe candidates in public sector undertakings.

2.8. The Committee also desire that the Bureau of Public Enterprises, should watch the percentages of reservations prescribed for Scheduled Castes and Scheduled Tribes in Air India. The deficiencies, if any, found in the representation of Scheduled Castes and Scheduled Tribes in services of Air India should immediately be brought to the notice of the Ministry of Tourism and Civil Aviation and Air India so that effective remedial measures could be taken.

III

RECRUITMENT

Percentage of Reservations in Government of India

Prior to March, 1970, the Government of India had reserved 12½ per cent for Scheduled Castes and 5 per cent for Scheduled Tribes in the case of vacancies filled by direct recruitment on an all-India basis by open Competition and in other cases where recruitment was otherwise than by open competition, the reservation was 16-2/3 per cent for Scheduled Castes and 5 per cent for Scheduled Tribes. In the case of direct recruitment to Class III and Class IV posts which normally attracted candidates from a locality or a region, the reservation was provided generally in proportion to the population of Scheduled Castes and Scheduled Tribes in the respective State/Union Territory. The reservation did not apply to:

- (i) vacancies filled by transfer;
- (ii) temporary appointment of less than 45 days' duration;
- (iii) purely temporary establishments such as work charged staff including the daily-rated and monthly-rated staff; and
- (iv) scientific and technical posts for conducting research for organising, guiding and directing research which were specifically exempted from the purview of the reservation orders in accordance with the orders on the subject.

3.2. The Ministry of Home Affairs *vide* their Resolution No. 27/25/68-Est.(SCT) dated the 25th March, 1970, have revised upwards the percentages of reservation for Scheduled Castes and Scheduled Tribes on the basis of the population figures of 1961 census.

It has been stated *inter alia* in the Resolution:

“*Scheduled Castes*: Instead of the existing reservation of 12½ per cent, there will be a reservation of 15 per cent of the vacancies in favour of Scheduled Castes, in posts filled by direct recruitment on an all India basis by open competition i.e., through the Union Public Service Commission or by means of open competitive tests held by any other authority. Where recruitment is made otherwise than

by open competition, the existing reservation at 16-2/3 per cent of the vacancies in favour of Scheduled Castes will continue;

Scheduled Tribes: Both in recruitment by open competition and in recruitment made otherwise than by open competition to posts filled by direct recruitment on an all India basis, the reservation in favour of Scheduled Tribes will be 7½ per cent as against the existing reservation of 5 per cent.

In posts and services recruitment to which is made on a local or regional basis, the percentages of reservation for Scheduled Castes and Scheduled Tribes shall be revised wherever necessary after taking into account the percentages of population of Scheduled Castes and Scheduled Tribes in the various States and Union Territories according to the 1961 Census."

Percentage of Reservations of posts in Air India

3.3. Prior to 1st January, 1966, quota reservations for Scheduled Castes and Scheduled Tribes had not been made in Air India in the matter of recruitment. The Corporation's policy had been to give adequate representation to candidates of Scheduled Castes Tribes wherever possible provided they possessed the prescribed qualifications and were suitable for the posts. It has been stated by Air India that most of the recruitments in the lowest categories were already being made from among candidates of the Scheduled Castes and Scheduled Tribes. Special action had also been taken to recruit as many candidates of these classes as possible to clerical posts. With effect from 1st January, 1966, however, the Corporation had been following the system of quota reservations for Scheduled Castes and Scheduled Tribes on the principles laid down by the Government i.e. on the basis of 12½ per cent and 5 per cent vacancies respectively in case of direct recruitment by open competition. However, the reservation did not apply to:

- (i) vacancies filled by transfer or by promotion,

- (ii) vacancies of licensed categories,
- (iii) temporary appointments of less than 3 months duration,
- (iv) purely temporary establishments such as workcharged staff (project staff) including the daily-rated and monthly rated staff.

3.4. As regards the percentage of reservations in the matter of appointment to posts by direct recruitment, the representative of Air India has stated during evidence that the Corporation has been following the instructions of the Government of India, in this regard. The representative of the Ministry of Tourism and Civil Aviation has added that in case of direct recruitment by open competition, the reservation is 12½ per cent for Scheduled Castes and 5 per cent for Scheduled Tribes and in other cases it is 16-2½ per cent and 5 per cent for Scheduled Castes and Scheduled Tribes respectively.

3.5. The Committee note the present percentages of reservations provided for Scheduled Castes and Scheduled Tribes in Air India. They hope that with the enhancement of the percentages of reservations by the Government of India for Scheduled Castes from 12½ per cent to 15 per cent and for Scheduled Tribes from 5 per cent to 7½ per cent in posts filled by direct recruitment on an all India basis, the Corporation would also raise upwards the percentages of reservations for Scheduled Castes and Scheduled Tribes accordingly. In this connection, the Committee would like to invite the attention of the Ministry to the following observations made by the Ministry of Finance (Bureau of Public Enterprises) in relation to the enhancement of the percentages of reservations for Scheduled Castes and Scheduled Tribes in the services of public undertakings (vide 7th Report of the Committee on the Welfare of Scheduled Castes and Scheduled Tribes—4th Lok Sabha—p. 1):

“If the existing percentages of reservation for Scheduled Castes and Scheduled Tribes in Government services are revised upwards, on the basis of the population figures of 1961 Census or otherwise, there may not be much objection to adopting these percentages for the Public Enterprises also.”

3.6. The Committee find that reservation does not apply to temporary appointments of less than 3 months duration. The Committee find no justification for not making reservations in the temporary appointments of more than 45 days in accordance with the orders of the Government of India. The Committee hope that this matter would be looked into by the Ministry.

IV

RECRUITMENT PROCEDURE

In a written note furnished to the Committee, Air India has explained as under the Recruitment Procedure prevalent in Air India:

"The recruitment policy of the Corporation in respect of the staff on Indian scales of pay has been laid down in Head Office Circular No. 7/55-56 of February 9, 1956.

(A) Recruitment at Headquarters

Recruitment at Headquarters in common categories like Clerks, Typists, Stenographers, Sr. Traffic Asstts., Storekeepers and all posts in unskilled categories is made by the personnel Department in respect of all the departments of the Corporation. Recruitment to other categories of staff is made by the individual departments concerned. For example, the Commercial Department directly recruits Air Hostesses, Receptionists, Assistant Station Superintendents, etc. While the Engineering Department directly recruits Technicians, Trainee Technicians, Licenced Engineers, Technical Officers etc. Similarly, the Operations Department directly recruits Pilots, Navigators, Flight Engineers Cadets, Flight Operations Officers, Technical Officers, etc. While the Accounts Department directly recruits candidates for the post of Accounts Officers and above.

(B) Recruitment at Outstations

Recruitment at outstations in respect of categories other than the Assistant Station Superintendents and above in the Commercial Department and comparable posts in other Departments is normally made locally by the heads of respective stations and staff so recruited are not transferred to other stations. Exceptions to this principle are however made in respect of departments like Operations, Engineering or Stores in the exigencies of service and staff are transferred to such stations on a temporary or regular basis to fill the vacancies. Recruitment at outstations in respect of categories of Assistant Station Super-

intendent and above in the Commercial Department and comparable posts in other departments is made at Headquarters by the respective departments.

(C) State-wise recruitment

Recruitment to the various posts in the Corporation on Indian Scales of pay is not made on State-wise basis. Thus in Bombay where a majority of the Corporation's staff are stationed, the recruitment is not confined to the people in Maharashtra State alone. The same is true in respect of Delhi, Calcutta and Madras where our regional offices are situated. We do, however, consider people in a particular locality or region for skilled or semi-skilled job irrespective of the State or province to which they belong; this to a certain extent helps in solving the acute problem of housing workers in urban areas like Bombay, Delhi, Madras and Calcutta.

(2) Application

Applications for employment are generally entertained in the prescribed form. In cases in which an application fee is prescribed, the candidates of the Scheduled Castes/Tribes are charged 1/4th of the prescribed fee.

(3) Method of Selection

After the applications are received they are scrutinised and candidates, who possess the minimum requirements, are called for tests or interview or both as the case may be. Aptitude tests/written examinations are held for the selection of Assistant Flight Pursers, Senior Traffic Assistants and Junior Executives in the Commercial Department followed by assessment interview. Besides, trade tests are conducted for categories of posts like Typists, Stenographers, Cooks, Drivers and other technical posts in the Operations and Engineering Departments to ascertain their proficiency in the respective trades.

(4) Interview

Where tests/written examinations are held, candidates who pass the tests/examinations are called for assessment interviews. Selection Panel for common categories generally consists of one or two representatives of the employing department and a representative of the Personnel Depart-

ment. With regard to categories other than common categories, selection Committees are constituted by the Heads of the Employing Department. Such Committees generally consist of 2 to 3 members.

Candidates who are found suitable by the Selection Committee are offered employment according to their order of merit. If there are more suitable candidates than the number of vacancies, they are kept on the approved list and offered employment as and when vacancies occur. All such appointments are subject to candidates passing the Medical Test by the Corporation's Medical Officer and the due verification of their antecedents and character."

4.2. Asked, whether any representative of Scheduled Castes and Scheduled Tribes have been included in the various Selection Promotion Boards set up by the Air India, the representative of the Ministry has stated:

"That position is that there are no representatives of the Scheduled Castes and Scheduled Tribes on the Selection Board appointed by Air India and their view has been that since the officers on these panels are already fully familiar with the Government's instructions and requirements, they do not see any particular need for having a representative of the Scheduled Castes on the Panel itself."

He has added:

"I am giving the reply that Air India has given in this particular matter. My personal view is, no great harm would be done in having a member of Scheduled Castes on the panel, if it gives confidence and if it creates a feeling of impartiality. We can take it up with the Air India."

4.3. In reply to a question, the representative of the Air India has stated that no case has come to their notice where Scheduled Caste and Scheduled Tribe employees have been superseded.

4.4. The Committee asked about the specific concessions which were given to Scheduled Caste/Scheduled Tribe candidates at the time of written examinations/interview. The representative of Air India has stated:

"We have no such practice of giving specific concessions, but if the candidates belonging to Scheduled Castes and Sche-

duled Tribes are suitable, they are selected, even though better material from other communities is available. In other words, if a non-Scheduled Caste/Tribe candidate is available of the same qualifications and standard, we take the Scheduled Caste and Scheduled Tribe first and then take the other."

4.5. In reply to a further question, the representative of Air India has stated that Scheduled Caste and Scheduled Tribe candidates are not interviewed in separate blocks.

4.6. The Commissioner for Scheduled Castes and Scheduled Tribes in his Eighteenth Report for the year 1968-69 has reported as follows:

"The Air India advertised some posts of clerks and catering Assistants. Since there was no mention in advertisement about the number of posts reserved for Scheduled Castes and Scheduled Tribes the Air India was requested to indicate the number of reserved vacancies. According to the Air India, one vacancy of Junior Catering Assistant was reserved and 48 candidates belonging to the Scheduled Castes and fulfilling the prescribed qualifications had applied for the posts, none of them was however found suitable for the post."

4.7. In this regard, the Air India has stated the following in a written note:

". . . Air India's Manager at New Delhi wanted to fill up the post of a Junior Cabin/Catering Assistant and the minimum qualifications laid down for the post was S.S.C. or its equivalent examination with preference being given to candidates with experience in catering. One hundred and forty including fortyeight Scheduled Caste candidates were interviewed by a duly constituted selection board for assessing their suitability for the post. It was the unanimous decision of all the members of the Selection Panel (consisting of three members) that none of the 48 Scheduled Caste candidates interviewed was suitable for the job of Junior Cabin/Catering Assistant. This assessment was accepted by the Manager, Northern India, New Delhi, and hence none of the applicants could be appointed to the post they applied for."

4.8. The Committee note that while the Ministry of Home Affairs have provided relaxations and concessions for Scheduled Castes and

Scheduled Tribes in the matter of recruitment, the Air India does not extend such concessions to Scheduled Castes and Scheduled Tribes at the time of recruitment for posts under the Corporation. Under the Ministry of Home Affairs' order No. 8|10|66-Est(C), dated the 15th May, 1967, "The appointing authorities will have discretion to select, for vacancies reserved for Scheduled Castes and Scheduled Tribes, candidates belonging to these communities who may be of a lower standard than candidates of other communities, so long as the Scheduled Castes and Scheduled Tribes candidates have the prescribed minimum educational, technical and other essential qualifications and the appointing authorities are satisfied that the lowering of standards will not unduly affect the maintenance of efficiency of administration." The Air India does not appear to have acted according to these instructions laid down by the Ministry of Home Affairs in this behalf.

4.9. The Committee further note that although the Ministry of Home Affairs, vide their O.M. No. 16|1|65-Est.(C), dated the 20th July, 1965, have laid down that the Scheduled Caste and Scheduled Tribe candidates should, wherever possible, be taken for interview in a separate bloc and preferably on a separate date so that they are not judged in comparison with general candidates, the Air India do not interview such candidates in separate blocs and on separate dates. The Committee feel that due to non-adoption of these orders, the Scheduled Caste and Scheduled Tribe candidates are at great disadvantage as compared to other candidates insofar as recruitment in Air India is concerned. Had the Air India implemented the orders of the Ministry of Home Affairs, it would have been possible for them to recruit suitable Scheduled Caste candidates for the post of Junior Cabin/Catering Assistant for which 48 Scheduled Caste candidates were interviewed and not judged suitable. The Committee, therefore, recommend that the Ministry should take up with the Air India the question of adopting all the orders issued by the Government of India insofar as concessions for Scheduled Castes and Scheduled Tribes are concerned.

EMPLOYMENT NOTICES

In a written note furnished to the Committee, Air India has stated as follows the procedure followed by it in regard to the notification of vacancies:

"When vacancies are filled other than by promotion they are notified to staff both in common categories as well as other categories through Employment Notices.

All vacancies which are filled otherwise than by promotion and which extend over a period of three months are notified to the Employment Exchange as required under the Employment Exchanges (Compulsory Notification of vacancies) Act, 1959 and to the following agencies in Bombay so that all eligible Scheduled Caste/Tribe candidates, may apply for consideration:

- (1) The Adivasi Seva Mandal, Bombay-1.
- (2) The Maharashtra State Depressed Classes League, Bombay-1.
- (3) Scheduled Caste Uplift Union, Bombay-29.
- (4) Shree Meghwal Shiksan Pracharak Sangh, Bombay-9.

At Indian outstations such as Delhi, Calcutta and Madras, we notify the vacancies to few other agencies of the Scheduled Castes and Scheduled Tribes and Associations recognised by the Central Government. Such Notifications at Outstations are issued by the Station Heads concerned. Notifications are also sent to the Directorate General of Resettlement and Employment, Ministry of Labour & Employment as well as the Directorate General of Resettlement, Defence, New Delhi. Barring posts in the unskilled categories like Cleaner, Peon, Loaders, etc. most of the vacancies are notified in the English Language local dailies. However, higher posts like Assistant Flight Purser, Assistant Station Superintendents or Technical Posts in the Operations and Engineering Departments etc. are notified on all-India basis through leading dailies."

5.2. On being asked whether the specific number of posts reserved for Scheduled Castes and Scheduled Tribes is mentioned in all advertisements, the representative of Air India has stated that the number of posts is not mentioned, but the percentage is always mentioned.

5.3. The Committee enquired of the reasons for not intimating the vacancies to Scheduled Castes/Tribes Organisations outside Maharashtra so that Scheduled Caste/Scheduled Tribe candidates from Maharashtra could be sponsored by them. The representative of Air India has assured that in future vacancies would be notified to other regions through respective Governments or through respective Scheduled Castes/Scheduled Tribes Associations. In reply to a question, the representative of Air India has stated that the Employment Exchanges are also informed about the vacancies.

5.4. The Committee are unhappy to find that the actual number of posts reserved for Scheduled Castes and Scheduled Tribes is not mentioned in the advertisements and instead only the percentage of reservations is stated. They recommend that in future the number of posts reserved for Scheduled Castes and Scheduled Tribes is not be indicated in the advertisements published in newspapers and notifications sent to the Employment Exchanges. The Committee further recommend that precise reasons for the rejection of the Scheduled Castes/Tribe candidates, who have been sponsored by the Employment Exchanges should be communicated to them.

5.5. The Committee urge that the advertisements for recruitment to the various posts in Air India should be published in local newspapers (including daily/weekly newspapers which are exclusively devoted to the cause of Scheduled Castes and Scheduled Tribes in addition to the leading national papers. The Air India should also notify the vacancies to different regions and to Scheduled Castes/Scheduled Tribes Organisations in these regions.

VI

STAFF STRENGTH AND SHORTFALLS

The Committee asked about the total number of recruitments made since 1966, total number of persons called for interview and selected; and the total number of Scheduled Caste and Scheduled Tribe persons called for interview and selected during the same period. The representative of the Ministry of tourism and Civil Aviation has replied that in 1966, 188 people were called for Class I posts and 42 persons were selected. No Scheduled Caste candidate applied for Class I posts. For Class II posts, 785 persons were called for interview. Two Scheduled Castes also applied but they were not selected. In 1967, total vacancies were 501 and out of these, 77 Scheduled Caste and one Scheduled Tribe candidates were taken.

6.2. The Committee enquired of the reasons why Scheduled Caste and Scheduled Tribe persons were not found suitable even for the post like chowkidars, cleaners, peons, etc. The representative of Air India has stated:

"We advertise in all the papers all over India particularly for the lower class categories generally in regional papers up to now. Also we inform the Scheduled Castes and Scheduled Tribes organisations in the local regions. Normally we make recruitment for these lower class posts from the same region. The reason is that if a person is appointed in Bombay and he comes from Assam, he finds it very difficult to live within the salary that he gets. This is not particularly for Scheduled Caste and Scheduled Tribe candidates but for everybody. But now as desired, we will advise all the Scheduled Castes and Scheduled Tribes organisations all over India."

6.3. At the instance of the Committee, Air India has furnished a statement indicating the number of candidates called for interview and selected and the number of Scheduled Castes/Scheduled Tribes called and selected category-wise during 1966-1969 (Appendix I).

6.4. A statement showing the total number of employees and the number of Scheduled Castes and Scheduled Tribes amongst them as on 1st January, 1970 is at Appendix II.

6.5. In a written note furnished to the Committee, Air India has stated that no special recruitment was made during each of the last three years to fill up the vacancies reserved for Scheduled Castes and Scheduled Tribes.

6.6. As regards the staff position in Air India, the representative of the Ministry of Tourism and Civil Aviation has stated:

"In Class I, as on 1st January, 1969, there were 897 persons. This is the highest grade. Unfortunately, there is no representation here. In Class II which carries a pay of not less than Rs. 575 and upto Rs. 950 here again the proportion of Scheduled Castes and Scheduled Tribes is negligible. In Class III, of the 4740 employees, 731 are belonging to Scheduled Castes and 30 to Scheduled Tribes. In Class V out of 72 there are 71. Insofar as Class III is concerned the percentage is not very satisfactory. For Scheduled Castes the percentage is 15.42 and for Scheduled Tribe it is entirely unsatisfactory because it is 0.63."

6.7. A statement showing the categories of posts included under Class III as also the total number of employees and the number of Scheduled Castes and Scheduled Tribes amongst them is given in Appendix III.

6.8. Air India has furnished a written note to the Committee stating the reasons for the absence of a single Scheduled Caste/Tribe Officer in Class I and the reasons for the short-fall in Class II and Class III posts (for Scheduled Tribes). It has been stated therein:

"Our vacancies in Class I and Class II posts are mostly filled by promotion from the lower categories. Since we had only a comparatively low base in respect of Scheduled Castes and Scheduled Tribes, the number in Class II posts is small and the number of Class I posts in nil. We make only limited recruitment from outside at the officers level in the Commercial and Accounts Department and this is done with a view to get candidates with a specialised background like Chartered Accountants, or candidates of adequate background, in the case of the Commercial Department. Our experience shows that we do not get enough

applications from Scheduled Castes/Tribes candidates with the requisite qualifications and even where such applications are received, the candidates are found to be far below the level prescribed for selection.

The shortfall of Scheduled Tribe in Class III posts is also due to the dearth of applications from the Scheduled Tribe candidates. It will, however, be noted that in Class III posts, the total percentage for Scheduled Castes and Scheduled Tribes together, is approximately 17.2 per cent against the prescribed quota of 17½ per cent for Scheduled Castes and Scheduled Tribes together."

6.9. With regard to the total number of employees in Class IV posts (Excluding sweepers) and the number of Scheduled Caste and Scheduled Tribe employees amongst them, Air India has stated:

"Since the maximum of the lowest category in Air India is Rs. 190 there is none in Class IV according to the classification adopted on the basis of the instructions issued by the Government. Under Class IV are to be included, posts carrying a pay or a scale of pay the maximum of which is Rs. 110 or less (excluding sweepers)."

6.10. The Committee enquired of the reasons for not classifying the posts in Air India as they were classified in the Government of India. The representative of Air India has replied that their scales of pay differ from those prevalent in the Government of India and "Air India has been allowed under the Government instructions to classify them according to salary scales."

6.11. The Committee desired to know whether any steps had been taken to clear the backlog which had resulted as a result of non-enforcement of the reservation orders from the very beginning. The representative of Air India has stated:

"There are certain spheres of our activity in which we cannot accept any compromise. One of them is the safety consideration. For instance, Flying Crew. Unless they come to a specific standard, we cannot afford to take them. Similar is the case of highly skilled Maintenance Engineers. On them, the life of hundreds of people depends. In certain categories like this, relaxation of standard is not possible. What we can do is to make a special effort to get

people who are a little below standard, give them intensive training during the specific period of time and if they come to the required standard, absorb them. That is one way in which it can be helped.

Secondly, what we could do is to help in certain other categories where these considerations do not apply i.e. to hold a special recruitment only for Scheduled Castes and Scheduled Tribes people and see how far we succeed in that respect.

Thirdly, we could advertise separately for Scheduled Castes and Scheduled Tribes and get as many applications as we possibly can.

In the case of clerks, stenographers, we could give them special training."

The representative of Air India has added:

"We could notify these vacancies for the Scheduled Castes and Scheduled Tribes to the Scheduled Castes and Scheduled Tribes organisations outside the region also. In other words, all over India and get as many people as we possibly can."

6.12. In reply to a question, the representative of Air India stated:

"If there are people of required standards and qualifications, we take all of them. But the question is that we must get people of required standard and qualification. I may tell you from practical point of view that we are not getting people. It is a fact of life."

6.13. In a written note furnished to the Committee, Air India has stated:

"Prior to January 1, 1966, when we had not prescribed specific reservation for candidates of Scheduled Castes and Scheduled Tribes, we had taken a policy decision that preference would be given to candidates of these communities wherever possible. In pursuance of this, we had recruited candidates of Scheduled Castes and Scheduled Tribes much in excess of the prescribed quota in the lowest categories. We have implemented the reservation orders with effect from January 1, 1966. We have not, however, been

able to obtain our requirements of candidates of Scheduled Castes and Scheduled Tribes to fill up the reserved vacancies in higher categories and skilled and semi-skilled categories. The following steps are proposed to be taken to improve the intake of Scheduled Castes/Tribes:

- (i) In all selections, the candidates belonging to Scheduled Castes and Scheduled Tribes will be considered separately (i.e. without comparing them *vis-a-vis* other candidates), and if found suitable they will be selected against the reserved vacancies;
- (ii) In certain categories, the vacancies will be advertised separately for Scheduled Castes and Scheduled Tribes candidates and they will be selected to the maximum extent possible;
- (iii) In some categories like typists, stenographers, etc., Scheduled Castes/Scheduled Tribes candidates below the required level will also be selected and in-service training will be imparted to them to bring them upto the required standard; and
- (vi) All vacancies including vacancies in respect of higher categories, will also be notified to Scheduled Castes/Scheduled Tribe organisations outside the Maharashtra Region."

RECRUITMENT OF AIR HOSTESSES

6.14. The Committee enquired about the total number of Air Hostesses recruited during 1966, 1967 and 1968 and the minimum qualifications required for appointment as an Air Hostess.

6.15. In a written note furnished to the Committee, it has been stated that for the post of Air Hostesses in the year 1966, 629 candidates were called for interview of which 4 were Scheduled Castes/Scheduled Tribes and out of them 52 candidates were selected. No Scheduled Caste/Tribe candidate was selected for the post. 752 candidates including 10 Scheduled Caste/Scheduled Tribe candidates were called for interview in the year 1967 and 32 were appointed as Air Hostesses. No Scheduled Caste/Scheduled Tribe was appointed. 1,275 candidates including 9 from Scheduled Castes/Scheduled Tribes were called for interview in the year 1968 and out of them 21 were selected. None belonged to Scheduled Caste or Scheduled Tribe.

6.16. As regards the reasons for not selecting Scheduled Castes and Scheduled Tribe applicants after interview, it has been stated in the written note: "The candidates interviewed did not come upto the required standard in the Personnel assessment interview, and therefore could not be selected for appointments."

6.17. It has been further stated that the number of applications received from Scheduled Castes and Scheduled Tribes for the post of Air Hostesses during 1966, 1967 and 1968 is not available on record as the same is not being maintained.

6.18. The following qualifications are required for the post of Air Hostesses:

1. Educational Qualifications: Senior Cambridge, Matric or S.S.C.
2. Age limits: 19-25 years.
3. Height: 5' 1"—5' 7"
4. Weight: In proportion to height (96 lbs.—128 lbs.).
5. Pleasing personality
6. Appearance: Clear Complexion, good grooming and good deportment.
7. Well modulated voice and fluent speech.
8. Medical fitness according to Corporation's standard.
9. Normal eyesight without glasses.
10. Single (Unmarried). Divorcees will not be considered.
11. Eligible for Indian Passport.
12. Knowledge of First-aid and a Foreign language (Preferable).

6.19. The Committee note that there is no representation of Scheduled Castes and Scheduled Tribes in Class I service in Air India. In Class II service, their representation is negligible. In Class III service, except in the grade of Rs. 100—190 meant for chowkidars, watchmen, peons, etc., the representation in other categories of posts is insignificant. The Committee cannot overemphasise the need for taking immediate necessary steps to make up the shortfalls. The Committee hope that, as assured during evidence, Air India will hold special recruitments to clear the backlog. The Ministry of Tourism and Civil Aviation should also see that Air India scrupulously observes all the orders of the Government of India in regard to the concessions/relaxations provided for Scheduled Castes and Scheduled Tribes.

6.20. The Committee regret to note that not a single Scheduled Caste/Tribe candidate was selected for the post of Air Hostess during the years 1966 to 1968. The Committee feel that Scheduled Caste/Tribe candidates appearing for interview for the post of Air Hostess were not judged according to the relaxed standards. In the opinion of the Committee, when a candidate is called for interview, he or she must have been deemed to have possessed the minimum qualifications required for the post. Otherwise, such candidate would not have been called for interview. In the face of this, the Committee are unable to understand the reasons for rejection of Scheduled Caste/Tribe candidates for the post of Air Hostess at the interview stage, thus depriving them of their reserved quota. The Committee suggest that in future full reasons for the rejection of Scheduled Caste/Tribe candidates for the vacancies reserved for them should be recorded.

6.21. While the Committee agree that there are certain spheres of activity where one cannot accept any compromise in regard to maintenance of specific standards, there are many other spheres where relaxation of standards is possible. The Committee feel encouraged by the assurance given by the representative of Air India that a special effort will be made "to get people who are a little below standard, give them intensive training in a specific period of time and, if they come to the required standard, absorb them."

VII.

MAINTENANCE OF ROSTERS

In a written note furnished to the Committee, the Air India has stated:

“The responsibility for ensuring the recruitment of Scheduled Castes/Scheduled Tribes according to the reservations and for maintaining the rosters will be that of the recruiting authorities. For all common categories where recruitment is made by the Personnel Department that Department will have the responsibility for maintaining the roster. For those categories where recruitment is made by the Department concerned in Bombay, the respective Departments will maintain the roster. For recruitment made for Indian outstations by the respective Station Heads, the rosters should be maintained by them.

To give proper effect to the reservations every appointing authority will treat vacancies as “reserved” or “un-reserved” according to a model roster. It will be the responsibility of that authority to maintain the roster.

As soon after the 1st January, of every year as possible and latest by the 15th February, the Personnel Manager will forward to the Head Office an annual statement in the form given showing the number of posts and the number held by members of Scheduled Castes and Scheduled Tribes in each class as on 1st January of every year. The Personnel Department will also continue to send the present statement for half yearly periods showing the recruitment of personnel belonging to Scheduled Castes/Scheduled Tribes. For this purpose, the Personnel Department may ask the recruiting authorities to furnish him such information as may be necessary from time to time.

If a sufficient number of suitable candidates, eligible for reserved vacancies, is not available from the respective classes in a particular year, such vacancies may be treated and filled as unreserved vacancies. Every effort should, however, be made to see that reserved vacancies are filled up by Scheduled Caste/Scheduled Tribe candidates during

the year. This does not mean that the conditions regarding minimum educational or other qualifications should be waived or that the level of suitability for the particular post should be relaxed. Where a candidate of the Scheduled Caste/Tribe satisfies the necessary qualification and is considered suitable preference should be given to him over other candidates especially in regard to the recruitment to reserved vacancies and also to unreserved vacancies to the extent necessary to make up the deficiency in the number of such candidates recruited during the year."

7.2. In reply to a question, the representative of the Ministry has stated that the roster is maintained at the time of appointment in Air India and the appointments are made according to the 40-point roster, prescribed by the Ministry of Home Affairs.

7.3. The Committee asked whether the Ministry of Tourism and Civil Aviation evolved any procedure for periodical inspection of the rosters prescribed to be maintained by Air India. The Secretary, Ministry of Tourism and Civil Aviation has stated:

"We propose to set-up a Cell in the Ministry for this purpose and this Cell will see that the roster is properly maintained and necessary inspections carried out. I have discussions with the Air India to see that instructions of the Government are being observed in this regard. In fact we have already have this cell in view and are thinking of appointing a Scheduled Caste gentleman himself in the Cell so that he can keep real watch on the procedure and see that there are no grievances."

7.4. The Committee are glad to be informed that Air India is maintaining 40-Point roster and the appointments are being made accordingly. They hope that the Ministry of Tourism and Civil Aviation will take early action to set up a Cell in the Ministry which will make periodical inspection of the roster maintained by Air India.

VIII

IN-SERVICE TRAINING

In a note submitted to the Committee, Air India had stated:

“The Corporation does not provide any in-service training facilities exclusively for Scheduled Caste and Scheduled Tribe candidates. Further the Corporation does not normally hold any departmental examinations for the staff in various grades. Hence the question of providing any facilities for competing in the departmental examinations for Scheduled Castes and Scheduled Tribes does not arise. However, Scheduled Caste and Scheduled Tribe candidates are encouraged to join the Workers’ Education Scheme which is open to all employees.”

8.2. On being asked whether Air India would select the best among the candidates being considered for selection, give them special in-service training and confirm them only after they have acquired the requisite proficiency, Air India has stated in a note that it intends to do so. The areas and categories in which this could be done are under examination.

8.3. With regard to the details the Workers’ Education Scheme, it has been stated:

“In the year 1960, consistent with the policy of the Central Government, the Scheme of the Central Board for Workers Education was introduced.

So far we have trained 7 worker-teachers and about 400 work trainees. The subjects under the curriculum for the course broadly fall under the head of (1) Introduction of the Workers’ Education Scheme, (2) Worker and the Union (3) Worker-Country and the Plans. The course consists of lectures followed by discussions, seminars, debates role playing and visits to some of the offices, industries, trade unions, Welfare Centres and Labour Colonies including local and India outstation excursions.

We also sponsor the worker-teachers for the Specialisation courses|seminars conducted by the Board from time to

time. The worker trainees in Air India are given facilities of light refreshment before attending the classes every day. Special free air passage for study tour to Indian Outstations is given to them. The expenses of the surface transportation in connection with the tours is also borne by the Corporation. If required time off is granted to the staff for attending the classes.

At present our 13th Session of Marathi|Hindi class is in progress with a strength of 20 workers.

There is no reservation for Scheduled Castes and Scheduled Tribes in the Workers' Education Scheme. 30 Scheduled Caste employees had availed of the benefit of the scheme during the last three years."

8.4. On being asked whether any employee of Air India had been sent abroad for training during any of the last three years, the representative of the Ministry has stated that seven persons in 1967, three in 1968 and eleven in 1969 were sent abroad for training. Those were mostly engineers and technicians. None of them was from Scheduled Castes or Scheduled Tribes.

8.5. The Committee are happy to be informed that Air India has decided to select the best among the Scheduled Castes and Scheduled Tribes while making recruitment and give them special in-service training. This in fact was the recommendation of the Yardi Working Group which has been accepted by the Government of India.

8.6. The Committee also suggest that Scheduled Caste and Scheduled Tribe employees should be encouraged to join Workers' Education Scheme.

IX

DERESERVATION

In a note submitted to the Committee, Air India has stated that if the efforts made for filling up the reserved vacancies during a particular year are not successful, such vacancies are treated as dereserved during the year and carried forward to the two subsequent recruitment years. In other words, if suitable candidates from Scheduled Castes/Tribes are not available during the period of two calendar years, the reserved vacancies carried forward would be treated as having lapsed.

9.2. On being asked to indicate the number of posts dereserved during each of the last three years, the representative of the Ministry has stated that 43 posts in 1967, 62 posts in 1968 and 23 posts in 1969 were dereserved. Those dereservations were made according to the Air India General Instructions by the appointing authorities.

9.3. The Committee enquired whether before dereserving the posts, the matter was taken up with the Ministry of Home Affairs. The representative of the Ministry has replied in the negative.

9.4. The Committee are distressed to find that the procedure for dereservation of reserved vacancies as per the Government of India orders has not been followed by Air India and posts have been dereserved year after year without prior approval of the Ministry of Home Affairs. The Committee stress that before dereservation of posts, prior approval of the Ministry of Home Affairs should be taken. They also desire that all the cases of dereservation should be reported to the Ministry of Tourism and Civil Aviation/Commissioner for Scheduled Castes and Scheduled Tribes with a note indicating the efforts made to get the suitable candidates for their information.

9.5. The Committee hope that before dereserving a particular post, the Employment Exchanges will be approached to get Scheduled Caste and Scheduled Tribe candidates.

9.6. The Committee recommend that the posts which have been dereserved should be carried forward for three recruitment years instead of two recruitment years in terms of the Ministry of Home Affairs Office Memorandum No. 27/25/68-Est.(SCT), dated the 25th March, 1970.

X

LIAISON OFFICER AND COMPLAINT CELL

During the course of evidence, the representative of Air India has informed the Committee that the Chief Personnel Officer in Air India has been appointed to work as a Liaison Officer to ensure due compliance by the appointing authorities of the orders and instructions pertaining to the reservation of vacancies in favour of Scheduled Castes and Scheduled Tribes and other benefits admissible to them.

10.2. The Committee enquired about the nature of grievances brought up by Scheduled Caste and Scheduled Tribe employees and the action taken thereon. The representative of Air India has stated that they have devised a procedure to deal with grievances. To get the grievances redressed, an individual could approach the highest level. He has added that so far no individual cases have come to Air India's notice.

10.3. The procedure for the redress of individual grievance as furnished by Air India is given at Appendix IV.

10.4. The Committee note that the Chief Personnel Officer in Air India has been appointed to work as a Liaison Officer to ensure that the Government of India orders about reservations are implemented by the appointing authorities. They are, however, doubtful if the Chief Personnel Officer with his other administrative duties will be able to spare time to attend to this work. The Committee hope that the Corporation would review the position after a period of time to see whether the Liaison Officer is able to work effectively and improve the representation of Scheduled Castes and Scheduled Tribes in Air India.

10.5. The Committee desire that complaints Cells should be set up in all the Regional Offices of Air India to redress the complaints and grievances of Scheduled Caste and Scheduled Tribe employees.

XI

RESERVATIONS IN POSTS FILLED BY PROMOTION

According to the Ministry of Home Affairs O.M. No. 1|12|67-Est.(C) dated the 11th July, 1968, there is a reservation of 12½% and 5% of vacancies for the Scheduled Castes and Scheduled Tribes respectively in promotions made on the basis of competitive examination limited to departmental candidates in Class II, Class III and Class IV posts, in grades or services in which the elements of direct recruitment, if any, does not exceed 50 per cent. There is also reservation of 12½ per cent and 5 per cent of the vacancies for Scheduled Castes and Scheduled Tribes respectively in promotions made by selection in Class III and IV posts, in grades or services in which the element of direct recruitment, if any does not exceed 50 per cent. For such posts, the Select Lists of Scheduled Caste|Scheduled Tribe officers should be drawn up separately to fill the reserved vacancies. Officers belonging to these classes should be adjudged separately and not along with other officers; and if they are fit for promotion, they should be included in the list irrespective of their merit as compared to other officers. Promotions against reserved vacancies will be subject to the candidates satisfying the prescribed minimum standards.

11.2. The Home Ministry's order also lays down that there is no reservation for Scheduled Castes and Scheduled Tribes in appointments made by promotion on the basis of seniority subject to fitness, but cases involving supersession of Scheduled Castes and Scheduled Tribes Officers in Class I and II appointments should be submitted for prior approval to the Minister or Deputy Minister concerned. Cases involving supersession of Scheduled Caste and Scheduled Tribe Officers in Class III and IV appointments should be reported within a month to the Minister or Deputy Minister concerned for information.

11.3. In a written note furnished to the Committee, Air India has stated that no percentage reservation is made for Scheduled Caste and Scheduled Tribe employees for posts filled up by promotion, in terms of Home Ministry's orders issued in July, 1968. The following reasons have been advanced in this regard:

“(a) Where the promotions are made purely by selection, we insist on merit in view of high level of performance ex-

pected of the employees in the sophisticated and highly competitive field in which we are operating; and

- (b) In cases where seniority is the main basis for promotion, the candidates of Scheduled Caste|Tribe get the benefit of promotion according to their turn, unless they were considered unsuitable."

It has also been stated in the note:

"We have also to take into account the practice followed in Engineering and other industries generally. In an organisation like Air India where the employees are unionised and promotion constitute an important aspect of labour relations, out-of-turn promotion of candidates of these communities is likely to be resented by the Unions."

11.4. The Committee enquired of the reasons for not providing reservation for Scheduled Castes and Scheduled Tribes in posts filled by promotion. The representative of Air India has stated:

"We have got two types of promotions which we make in our organisation. One is purely by selection and the other is on the basis of seniority. Now in the case of selection we do not make any reservations because it defeats the purpose of selection itself; unless the best candidate comes up, it will not be a promotion by selection at all.

In the second category, we promote everybody who comes up including Scheduled Castes and Scheduled Tribes and there have been no case so far, to our knowledge, where such people have been either superseded or kept back."

11.5. In reply to a question, the representative of the Ministry has stated that Scheduled Caste and Scheduled Tribe persons were given one grading higher.

11.6. The Committee pointed out that so far as Class I and Class II posts were concerned, the procedure regarding grading was there. But so far as Class III posts were concerned, there was reservation of 12½ per cent for the Scheduled Castes and 5 per cent for Scheduled Tribes in promotion in selection posts. As per orders of the Ministry of Home Affairs, select list of Scheduled Caste|Scheduled Tribe employees should be drawn up separately to fill the reserved vacancies and employees belonging to these classes should be adjudged separately and not along with other employees. The Secretary, Ministry of Tourism and Civil Aviation has stated: "What you are mention-

ing is perfectly correct and this can be followed in Air India without any trouble in regard to categories which are not of technical nature. We shall ask them to do it.”

11.7. The Committee are not convinced by the arguments advanced during the course of evidence by the representative of Air India regarding non-adoption of orders in regard to reservations for Scheduled Castes and Scheduled Tribes in posts filled by promotion. They do not see any reason why Government of India orders in regard to reservations for Scheduled Castes and Scheduled Tribes in posts filled by promotion should not be followed by Air India.

11.8. The Committee hope that as assured by the representative of the Ministry of Tourism and Civil Aviation, Air India would fall in line with the procedure that is being followed in other Government Departments, at least in such categories of posts which are of non-technical nature.

NEW DELHI;
November 9, 1970

Kartika 18, 1892 (S).

D. BASUMATARI,
Chairman,
Castes and Scheduled Tribes.
Committee on the Welfare of Scheduled

APPENDIX I

(Vide para 6.3 of the Report)

STATEMENT INDICATING THE NUMBER OF CANDIDATES CALLED FOR INTERVIEW AND SELECTED—AND THE NUMBER OF SCHEDULED CASTE/ SCHEDULED TRIBE CALLED AND SELECTED—CATEGORYWISE

Category	Total No. called	No. of Scheduled Caste/Tribe called	Total No. Appointed	No. of Scheduled Caste/Scheduled Tribe selected
1966				
Class I	188	..	42	
Class II	785	2	135	..
Class III	6541	193	335	69
Class IV (Excluding sweepers)		
Class IV (Sweepers)			7	7
1967				
Class I	500	5	47	..
Class II]	838	10	27	..
Class III	1116	432	477	47
Class IV (Excluding Sweepers)
Class IV (Sweepers)	49	28	6	6
1968				
Class I	726	17	45	..
Class II	1385	9	125	..
Class III	6924	346	534	55
Class IV (Excluding Sweepers)
Class IV (Sweepers)	152	134	6	5
1969				
Class I	332	2	44	..
Class II	2109	14	52	..
Class III	9708	1177	336	25
Class IV (Excluding Sweepers)
Class IV (Sweepers)

Note: The salary grade applicable to Chowkidar, Peon, Cleaner, Loader, etc. Rs. 100—5—150—10—190. These categories, are therefore, included in Class III.

APPENDIX II

(Vide para 6.4 of the Report)

STATEMENT SHOWING THE TOTAL NUMBER OF EMPLOYEES AND THE NUMBER OF SCHEDULED CASTES AND SCHEDULED TRIBES AMONGST THEM AS ON 1ST JANUARY, 1970

Classification of Posts/ Services	Total on 1-1-1970	Number of				Remarks
		Scheduled caste		Scheduled Tribe		
		No.	%	No.	%	
1	2	3	4	5	6	7
Permanent						
<i>Class I</i>	1066				..	
Posts carrying pay or a scale of pay with a maximum of not less than Rs. 950/-.						
<i>Class II</i>	1540	10	.649			
Posts carrying a pay or a scale of pay with a maximum of not less than Rs 575/- but less than Rs. 950/-.						
<i>Class III</i>	4451	737	16.5	31	.696	
Posts carrying a pay or a scale of pay with a maximum of Rs. 110/- but less than Rs. 575/-.						
<i>Class IV*</i> (Excluding Sweepers)						
Posts carrying a pay or a scale of pay the maximum of which is Rs. 110- or less, excluding sweepers.						
<i>Class V</i>	88	86	97.89			
Sweepers (Gr. Rs. 100—5—150—10—190)						
	7145	833	11.62	31	.434	
Temporary						
<i>Class I</i>
Posts carrying pay or a scale of pay with a maximum of not less than Rs. 950.						

	1	2	3	4	5	6	7
<i>Class II</i>		
Posts carrying a pay or a scale of pay with a maximum of not less than Rs. 575 but less than Rs. 950.							
<i>Class III</i>		144	4	2·8	
Posts carrying a pay or a scale of pay with a maximum of Rs. 110 but not less than Rs. 575.							
<i>Class IV*</i>							
(Excluding Sweepers)
Posts carrying a pay or a scale of pay the maximum of which is Rs. 110 or less, excluding Sweepers.							
<i>Class V</i>							
Sweepers							
(Gr. Rs. 100—5—150—10—190)
GRAND TOTAL .		7289	837	11·48	31	·434	..

*NOTE :— (1) The salary trade applicable to Chowkidar, Peon, Cleaner, Loader, etc. is Rs. 100-5-150-10-190. Therefore, the above categories are also included under Class III.

(2) The above figures include the staff in the licensed categories and those posts abroad on Indian scales of pay.

APPENDIX III

(Vide para 6-7 of the Report)

STATEMENT SHOWING THE NUMBER OF EMPLOYEES IN CLASS III POSTS (EXCLUDING SWEEPERS) AND THE NUMBER OF SCHEDULED CASTE AND SCHEDULED TRIBE EMPLOYEES AMONGST THEM AS ON 1-11-1970

Grade	Category of posts	Total No. of employees	No. of Sch/C	Employees Sch/T
1	2	3	4	5
Rs. 100—5—150—10—190	Assistant Cook Vendor/Handyman Chowkidar Watchman Cleaner/Loaders Cleaner Female Worker (Canteen) Gardener Peon	1414	637	23
130—5—150—10—190	Cook Despatch Rider Head Vendor Head Cleaner Head Chowkidar Head Gardener Head Loader	69	2	..
100—10—200—15—230	Dresser Driver Head Cook Loading Supervisor Printer's Assistant	130	19	1
150—10—200—15—245— 20—345	Jr. Canteen Assistant Jr. Catering Assistant Jr. Clerk Typist Clerk Typist Jr. Compounder Jr. Comptist Jr. Puncher Jr. Telephone Operator Jr. Teleprinter Operator Jr. Timekeeper Jr. Traffic Assistant Jr. Cargo Assistant Tracer	489	31	3
180—10—200—15—245— 20—365	Jr. Printer Jr. Progress Clerk Jr. Storekeeper	65	1	..
200—15—245—20—345	Head Driver Sr. Driver	90	2	..

Grade	Category of posts	Total No. of employees	No. of Employees Sch/C	Employees Sch/T
1	2	3	4	5
Rs.				
230—15—245—20—385— 25—435	Yard Supervisor	2		..
200—15—245—20—385— 25—510	Sub-Overseer Mukadam (Gardening) Carpenter	8		..
245—20—385—25—510	Aircraft Technician Plan Technician Tailor, Mason Plumber/Painter Teleprinter Mechanic Welder Sr. Progress Clerk	502	16	
230—15—245—20—385— 25—510	Briefing Assistant Jr. Artist Ramp Supervisor Sr. Catering Assistant Key Punch Operator Sr. Cargo Assistant Sr. Clerk Sr. Compounder Jr. Security Assistant Sr. Comptist Sr. Telephone Operator Sr. Puncher Sr. Timekeeper Sr. Traffic Assistant Stock Verifier Transport Assistant Stock Verifier Transport Assistant Sr. Clerk (Opr.)	825	21	3
245—20—385—25—535	Sr. Printer Sr. Storekeeper	74		..
230—15—245—20—385— 25—560	Stenographer	133		..
285—20—385—25—560	Assistant Cat./Cabin Supervisor Asstt. Transport Supervisor Sr. Canteen Assistant Cashier Draughtsman Chief Printer Chief Telephone Operator Chief Teleprinter Operator Chief Traffic Assistant Librarian Office Assistant Operations Assistant Nurse Dispensary Assistant Sec. Storekeeper Sr. Security Assistant Technical Assistant	478	6	1

1	2	3	4	5
Rs.				
410—25—10	Receptionist	64	2	..
385—25—535	Asstt. Flight Purser	108

NOTE :—(1) The Salary grade applicable to Chowkidar, Peon, Cleaner, Loader etc. is Rs. 100—5—150—10—190. Therefore, the above categories are also included under Class III.

APPENDIX IV
(Vide para 10.3 of the Report)

PROCEDURE FOR REDRESS OF INDIVIDUAL GRIEVANCES

All complaints which emanate from individual employees are individual grievances. If the same individual grievance is shared by small groups of employees in the same Section or the same category, it will be dealt with as an individual (group) grievance. Only the grievances which relate to employees' wage payments, overtime, leave, transfer, promotion, seniority, work assignment, working conditions and interpretation of service agreements would constitute individual grievances for the purposes of the procedure set out herein. It excludes individual grievances relating to discharge, dismissal and questions of general applicability of wider magnitude, which may legitimately fall within the sphere of collective bargaining cannot form a subject-matter of this procedure.

1A. Notwithstanding the grievance procedure stated below, an aggrieved employee shall retain his right of appeal against any order of an officer to the next higher authority. However, he shall not exercise the said right of appeal simultaneously and once the said right is exercised, the grievance procedure cannot be invoked, while the said right can be exercised after the grievance procedure is exhausted upto third step.

2. In order to make this procedure simple, easily intelligible, expeditious and to cut out the delays that might arise at various stages, the steps to be followed for redressing a grievance are outlined below:

STEP 1: An aggrieved employee (which includes small groups as stated above) must either in person or with the Union's Shop or Section representative, present his case verbally to the Shop Superintendent or the Officer-in-Charge of the Section to be designated in this regard. It will be the responsibility of the Shop Superintendent or the Officer-in-Charge to settle the grievance within 48 hours of the presentation thereof.

STEP 2: If the employees is not satisfied with the decision of the Officer mentioned in Step No. 1 or fails to receive

an answer within the stipulated period, he shall, either in person or accompanied by the Shop|Section representative present his grievance to the Departmental Head and|or to the Officer-in-Charge so designated in his place. At this step, the grievance must be stated in a prescribed form. The Departmental Head of the Officer concerned so designated shall give his answer within 3 working days of the presentation of the grievance. If action cannot be taken within that period, the reason for delay should be recorded on the said prescribed form.

Note 1: Copies of the prescribed form in bound books will be kept in the office of the A.C.E.U. so that an employee whose grievance is not redressed at Step No. 1 could request the Union to take up his grievance for further remedial action with the Head of the Department.

Note 2: It would be noted from the two steps indicated above that the highest intra-mural authority to deal with individual grievance|s is the Head of the Department or the Officer so designated in his absence, and in ordinary course no grievance unless it is extremely difficult, should remain unredressed at this level.

STEP 3: Should the grievance however, survive beyond Step No. 2, that is, if the decision of the Departmental Head or the Officer so designated in his absence, is not acceptable to the aggrieved employee or if the answer is not forthcoming within the stipulated period, the reason for delay being not recorded, the grievance shall be presented in the prescribed form to the Chief Administrative Officer by the Shop/Section representative accompanied by a representative of the Bombay Region of the A.C.E.U. The Chief Administrative Officer shall give his decision within 7 working days. If action cannot be taken within that period, the reason for the delay should be recorded, on the said prescribed form. The Chief Administrative Officer shall record his decision on the grievance and communicate the same to the employee concerned.

Note 1: A representative of the A.C.E.U., Bombay Region, will be associated in an advisory capacity with the

Chief Administrative Officer in dealing with the grievance.

Note 2: If the complaint is against the officer mentioned in the first step, the employee is free to take up his grievance at the next higher step, and if against the officer referred to in Step No. 2, the employee can take it up at Step No. 3, direct.

3. GENERAL.

(i) The aggrieved employee|s shall, within 3 working days of the receipt of the decision at one step or if no decision is received, on the expiry of the stipulated period, file his|their grievance|s to the next higher step, should he|they feel inclined to do so.

(ii) If a grievance arises out of an order, the said order shall be complied with before the employee concerned evokes the procedure laid down. If, however, there is a time lag between the issue of an order and its date of effect, the grievance procedure may immediately be evoked, but the order nevertheless shall be complied with, even if all the steps in the grievance procedure have not been exhausted.

(iii) In the case of any grievance arising out of discharge or dismissal, the aggrieved employee may exercise the right of appeal to the authority issuing the order of dismissal or discharge or to the next higher authority specified, within a week of the date of dismissal or discharge. The Union also may take up such a case either before or after the appeal is disposed of by the authority concerned.

Note: If it is necessary for any employee to leave his place of work during the working hours, for calling on the officer concerned with the redressal of a grievance under this procedure, previous permission of the immediate superior shall necessarily be obtained, subject to the condition that the employee shall not suffer any loss in wages for the time spent on this account.

APPENDIX V

(vide para 4 of Introduction)

Summary of Conclusions/Recommendation contained in the Report

Sl. N.	Reference to Para number in the Report	Summary of Conclusions/Recommendations
1	2	3
1.	1.7.	The Committee are distressed to note that although the Air India Corporation came into existence in August, 1953, the reservations for Scheduled Castes and Scheduled Tribes in the Corporation were adopted as late as 1st January, 1966, and that too after protracted correspondence and discussions between the Ministry of Tourism and Civil Aviation and the Corporation. In view of the mandatory provisions of Article 335 of the Constitution which lay down that the claims of the members of the Scheduled Castes and Scheduled Tribes <i>shall be taken into consideration</i> , consistently with the maintenance of efficiency of administration, in the making of appointments to services and posts, it should have been obligatory on the part of the Air India to provide reservations for Scheduled Castes and Scheduled Tribes from the very beginning. As matters stand, and account of the delayed implementation of the Home Ministry's reservation orders, the Air India have deprived the Scheduled Castes and Scheduled Tribes of their due and legitimate rights guaranteed by the Constitution. The Committee, however, are glad that Government are conscious of the shortcomings and "Air India has now appreciated the need to put the matter right." The Committee hope that the Corporation would, as assured by the representative of the Ministry of Tourism and Civil

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Aviation, rectify the position as quickly as possible so that the Scheduled Castes and Scheduled Tribes are enabled to play a significant role in Air India.

2. 2.6. The Committee note that the Air India are maintaining, and also furnishing to the Bureau of Public Enterprises, periodical returns and statistics about the share of Scheduled Castes and Scheduled Tribes in their recruitment. The Committee would, however, like to emphasise that mere maintenance of statistics is not an end by itself. The object of maintaining these statistics is to know the deficiency and shortfalls in the recruitment of Scheduled Castes and Scheduled Tribes in the Services and to underline the need for taking urgent remedial measures to make good the short-falls.
3. 2.7. The Committee agree with the views of the representative of Air India that it would be desirable to set up a Cell in the Bureau of Public Enterprises for maintaining a live roster of Scheduled Caste and Scheduled Tribe candidates for the various posts (region-wise). The Committee feel that the maintenance of such a roster would widen the scope of recruitment and facilitate absorption of Scheduled Caste and Scheduled Tribe candidates in public sector undertakings.
4. 2.8. The Committee also desire that the Bureau of Public Enterprises, should watch the percentages of reservations prescribed for Scheduled Castes and Scheduled Tribes in Air India. The deficiencies, if any, found in the representation of Scheduled Castes and Scheduled Tribes in services of Air India should immediately be brought to the notice of the Ministry of Tourism and Civil Aviation and Air India so that effective remedial measures could be taken.
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5. 3.5.

The Committee note the present percentages of reservations provided for Scheduled Castes and Scheduled Tribes in Air India. They hope that with the enhancement of the percentages of reservations by the Government of India for Scheduled Castes from 12½ per cent to 15 per cent and for Scheduled Tribes from 5 per cent to 7½ per cent in posts filled by direct recruitment on an all India basis the Corporation would also raise upwards the percentages of reservations for Scheduled Castes and Scheduled Tribes accordingly. In this connection, the Committee would like to invite the attention of the Ministry to the following observations made by the Ministry of Finance (Bureau of Public Enterprises) in relation to the enhancement of the percentages of reservations for Scheduled Castes and Scheduled Tribes in the services of public undertakings (*vide* 7th Report of the Committee on the Welfare of Scheduled Castes and Scheduled Tribes—4th Lok Sabha—p. 1):

“If the existing percentages of reservation for Scheduled Castes and Scheduled Tribes in Government services are revised upwards, on the basis of the population figures of 1961 Census or otherwise, there may not be much objection to adopting these percentages for the Public Enterprises also.”

6. 3.6.

The Committee find that reservation does not apply to temporary appointments of less than 3 months duration. The Committee find no justification for not making reservations in the temporary appointments of more than 45 days in accordance with the orders of the Government of India. The Committee hope that this matter would be looked into by the Ministry.

7. 4.8.

The Committee note that while the Ministry of Home Affairs have provided relaxations and

concessions for Scheduled Castes and Scheduled Tribes in the matter of recruitment, the Air India does not extend such concessions to Scheduled Castes and Scheduled Tribes at the time of recruitment for posts under the Corporation. Under the Ministry of Home Affairs' order No. 8|10|66-Est(C), dated the 15th May, 1967, "The appointing authorities will have discretion to select, for vacancies reserved for Scheduled Castes and Scheduled Tribes candidates belonging to these communities who may be of a lower standard than candidates of other communities, so long as the Scheduled Castes and Scheduled Tribes candidates have the prescribed minimum educational, technical and other essential qualifications and the appointing authorities are satisfied that the lowering of standards will not unduly affect the maintenance of efficiency of administration." The Air India does not appear to have acted according to these instructions laid down by the Ministry of Home Affairs in this behalf.

- 4.9. The Committee further note that although the Ministry of Home Affairs, *vide* their O.M. No. 16|1|65-Est(C), dated the 20th July, 1965, have laid down that the Scheduled Caste and Scheduled Tribe candidates should, wherever possible, be taken for interview in a separate bloc and preferably on a separate date so that they are not judged in comparison with general candidates, the Air India do not interview such candidates in separate blocs and on separate dates. The Committee feel that due to non-adoption of these orders, the Scheduled Caste and Scheduled Tribe candidates are at great disadvantage as compared to other candidates insofar as recruitment in Air India is concerned. Had the Air India implemented the orders of the Ministry of Home Affairs, it would have been possible for them to recruit suitable Scheduled
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Caste candidates for the post of Junior Cabin Catering Assistant for which 48 Scheduled Caste candidates were interviewed and not judged suitable. The Committee, therefore, recommend that the Ministry should take up with the Air India the question of adopting all the orders issued by the Government of India insofar as concessions for Scheduled Castes and Scheduled Tribes are concerned.

8. 5.4. The Committee are unhappy to find that the actual number of posts reserved for Scheduled Castes and Scheduled Tribes is not mentioned in the advertisements and instead only the percentage of reservations is stated. They recommend that in future the number of posts reserved for Scheduled Castes and Scheduled Tribes should be indicated in the advertisements published in newspapers and notifications sent to the Employment Exchanges. The Committee further recommend that precise reasons for the rejection of the Scheduled Caste/Tribe candidates, who have been sponsored by the Employment Exchanges should be communicated to them.
9. 5.5. The Committee urge that the advertisements for recruitment to the various posts in Air India should be published in local newspapers (including daily/weekly newspapers which are exclusively devoted to the cause of Scheduled Castes and Scheduled Tribes) in addition to the leading national papers. The Air India should also notify the vacancies to different regions and to Scheduled Castes/Scheduled Tribes Organisations in these regions.
10. 6.19. The Committee note that there is no representation of Scheduled Castes and Scheduled Tribes in Class I service in Air India. In Class II service, their representation is negligible. In Class III service, except in the grade of Rs. 100—190 meant for chowkidars, watchmen, peons, etc.,

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the representation in other categories of posts is insignificant. The Committee cannot over-emphasise the need for taking immediate necessary steps to make up the shortfalls. The Committee hope that, as assured during evidence, Air India will hold special recruitments to clear the backlog. The Ministry of Tourism and Civil Aviation should also see that Air India scrupulously observes all the orders of the Government of India in regard to the concessions/relaxations provided for Scheduled Castes and Scheduled Tribes.

11. 6.20. The Committee regret to note that not a single Scheduled Caste/Tribe candidates was selected for the post of Air Hostess during the years 1966 to 1968. The Committee feel that Scheduled Caste/Tribe candidates appearing for interview for the post of Air Hostess were not judged according to the relaxed standards. In the opinion of the Committee, when a candidate is called for interview, he or she must have been deemed to have possessed the minimum qualifications required for the post. Otherwise, such candidate would not have been called for interview. In the face of this, the Committee are unable to understand the reasons for rejection of Scheduled Caste/Tribe candidates for the post of Air Hostess at the interview stage, thus depriving them of their reserved quota. The Committee suggest that in future full reasons for the rejection of Scheduled Caste/Tribe candidates for the vacancies reserved for them should be recorded.
12. 6.21. While the Committee agree that there are certain spheres of activity where one cannot accept any compromise in regard to maintenance of specific standards, there are many other spheres where relaxation of standards is possible. The Committee feel encouraged by the assurance given by the representative of Air India that a
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special effort will be made "to get people who are a little below standard, give them intensive training in a specific period of time and, if they come to the required standard, absorb them."

13. 7.4. The Committee are glad to be informed that Air India is maintaining 40-Point roster and the appointments are being made accordingly. They hope that the Ministry of Tourism and Civil Aviation will take early action to set up a Cell in the Ministry which will make periodical inspection of the roster maintained by Air India.
14. 8.5. The Committee are happy to be informed that Air India has decided to select the best among the Scheduled Castes and Scheduled Tribes while making recruitment and give them special in-service training. This in fact was the recommendation of the Yardi Working Group which has been accepted by the Government of India.
15. 8.6. The Committee also suggest that Scheduled Caste and Scheduled Tribe employees should be encouraged to join Workers' Education Scheme.
16. 9.4. The Committee are distressed to find that the procedure for dereservation of reserved vacancies as per the Government of India orders has not been followed by Air India and posts have been dereserved year after year without prior approval of the Ministry of Home Affairs. The Committee stress that before dereservation of posts, prior approval of the Ministry of Home Affairs should be taken. They also desire that all the cases of dereservation should be reported to the Ministry of Tourism and Civil Aviation|Commissioner for Scheduled Castes and Scheduled Tribes with a note indicating the efforts made to get the suitable candidates for their information.
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17.	9.5.	The Committee hope that before dereserving a particular post, the Employment Exchanges will be approached to get Scheduled Caste and Scheduled Tribe candidates.
18:	9.6.	The Committee recommend that the posts which have been dereserved should be carried forward for three recruitment years instead of two recruitment years in terms of the Ministry of Home Affairs Office Memorandum No. 27 25 68-Est.(SCT), dated the 25th March, 1970.
19.	10.4	The Committee note that the Chief Personnel Officer in Air India has been appointed to work as a Liaison Officer to ensure that the Government of India orders about reservations are implemented by the appointing authorities. They are, however, doubtful if the Chief Personnel Officer with his other administrative duties will be able to spare time to attend to this work. The Committee hope that the Corporation would review the position after a period of time to see whether the Liaison Officer is able to work effectively and improve the representation of Scheduled Castes and Scheduled Tribes in Air India.
20.	10.5.	The Committee desire that complaints Cells should be set up in all the Regional Offices of Air India to redress the complaints and grievances of Scheduled Caste and Scheduled Tribe employees.
21.	11.7.	The Committee are not convinced by the arguments advanced during the course of evidence by the representative of Air India regarding non-adoption of orders in regard to reservations for Scheduled Castes and Scheduled Tribes in posts filled by promotion. They do not see any reason why Government of India

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orders in regard to reservations for Scheduled Castes and Scheduled Tribes in posts filled by promotion should not be followed by Air India.

11.8.

The Committee hope that as assured by the representative of the Ministry of Tourism and Civil Aviation, Air India would fall in line with the procedure that is being followed in other Government Departments, at least in such categories of posts which are of non-technical nature.



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