

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:4598  
ANSWERED ON:11.08.2014  
RE EMPLOYMENT OF RETIRED AIR INDIA STAFF  
Premachandran Shri N.K.

**Will the Minister of CIVIL AVIATION be pleased to state:**

(a) whether a number of retired employees of Air India have been re-employed or kept on contract in its subsidiary companies viz. Air India Transport Services Limited, Air India Engineering Services Limited and Air India Charters Limited during the last three years and the current year;

(b) if so, the details thereof;

(c) whether the Call Centre of Air India Express Thiruvananthapuram Office has been closed; and

(d) if so, the reasons therefor?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION (Shri Siddeshwara)

(a) and (b): Yes, Madam. The details of retired employees of Air India who have been re-employed or kept on contract in Air India's subsidiary companies during the last 3 years and current year is as under: ;

AIR INDIA ENGINEERING SERVICES LIMITED;

Year	No.;
2011	NIL;
2012	NIL;
2013	NIL;
2014	01;

AIR INDIA AIR TRANSPORT SERVICES LTD;

Year	No.;
2011	NIL;
2012	NIL;
2013	07;
2014	14;

AIR INDIA CHARTERS LIMITED;

Year	No.;
2011	03;
2012	02;
2013	17;
2014	14;

(c) and (d): Yes, Madam. Air India Express Thiruvananthapuram Call Centre was discontinued in June 2014 as it was not able to provide all the required services. However, w.e.f. 9th May, 2014, a new Call Centre has been made operational from Chennai. The Call Centre offers four language options viz. English, Hindi, Malayalam and Tamil. Services offered include bookings, both new and modifications, answer to queries, etc. ;