



1932 Air Orient: Arrival in Jodhpur of the Fokker VII b.3m Gouache by Albert Brenet 1990



Air France: Forty years in Mumbai



Air France's long-haul network in 1947

Contents

I	Foreword by Jean-Cyril Spinetta , <i>Chairman and Chief Executive Officer of Air France-KLM</i>		
II	Congratulations from Praful Patel , <i>Indian Minister of Civil Aviation</i>		
III	Message from Jean-Louis Pinson , <i>Senior Vice President Asia Pacific and Kamal Sengupta</i> , <i>Sales Director Indian Subcontinent</i>		
IV	<table border="0"> <tr> <td style="vertical-align: top; text-align: right;">The Story of Air France in India</td> <td> <ol style="list-style-type: none"> 1. Key dates 2. <i>The Pioneers: 1924-1939</i> 3. <i>The build-up in the post-war years: 1946-1967</i> 4. <i>Flying from Mumbai: 1967-2007</i> 5. <i>The Air France-KLM Group in Asia and India</i> </td> </tr> </table>	The Story of Air France in India	<ol style="list-style-type: none"> 1. Key dates 2. <i>The Pioneers: 1924-1939</i> 3. <i>The build-up in the post-war years: 1946-1967</i> 4. <i>Flying from Mumbai: 1967-2007</i> 5. <i>The Air France-KLM Group in Asia and India</i>
The Story of Air France in India	<ol style="list-style-type: none"> 1. Key dates 2. <i>The Pioneers: 1924-1939</i> 3. <i>The build-up in the post-war years: 1946-1967</i> 4. <i>Flying from Mumbai: 1967-2007</i> 5. <i>The Air France-KLM Group in Asia and India</i> 		
V	SkyTeam		
VI	The Paris-Charles de Gaulle Hub		
VII	<table border="0"> <tr> <td style="vertical-align: top; text-align: right;">Personal Experiences</td> <td> <ul style="list-style-type: none"> • Daniel Philibert, <i>President of the Indo-French Chamber of Commerce and Industry</i> • Dilip Vora, <i>Memories of the inaugural flight from Mumbai</i> • P.D. Kothari, <i>The Air France Staff in Mumbai</i> • Nalini Mitra, <i>First Indian Hostess in Paris</i> • Pierre Can: <i>From the Dewoitine 338 to the Boeing 707</i> • Cécile Vic: <i>The Air France Foundation in India</i> • Mario de Miranda: <i>The tale of two cities 1987</i> </td> </tr> </table>	Personal Experiences	<ul style="list-style-type: none"> • Daniel Philibert, <i>President of the Indo-French Chamber of Commerce and Industry</i> • Dilip Vora, <i>Memories of the inaugural flight from Mumbai</i> • P.D. Kothari, <i>The Air France Staff in Mumbai</i> • Nalini Mitra, <i>First Indian Hostess in Paris</i> • Pierre Can: <i>From the Dewoitine 338 to the Boeing 707</i> • Cécile Vic: <i>The Air France Foundation in India</i> • Mario de Miranda: <i>The tale of two cities 1987</i>
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VIII	Acknowledgements		

Jean-Cyril Spinetta



*Jean-Cyril Spinetta,
Chairman and Chief Executive Officer of Air France-KLM*

As we celebrate the fortieth anniversary of the launch of Air France service Mumbai in 1967, it is my great pleasure to highlight the special ties between the Indian Union and France and to emphasize the decisive role that India has played in the development of Air France in Asia.

I could hardly find a more eminent figure to illustrate the friendly links between our two countries than former Prime Minister, Mrs Indira Gandhi, a fluent French speaker, who spoke these words at her reception by General de Gaulle during an international trip shortly after she was elected to power:

“In the past, India has played a similar role in Asia to that of France in Europe, while Indian culture and society have influenced thinking and events in France. Similarly, in modern times, French writers and philosophers have influenced the minds of our own leaders. Our national independence movement was inspired by your ideas of Liberty, Equality and Fraternity, which have become our watchwords. We therefore have a very special place in our hearts for France.”

I am also honored to quote a statement made by our former President, Jacques Chirac, during his State visit in New Delhi, on February the 20th, 2006 : « We are two countries, two nations, that have indeed much in common ; countries that have in common longstanding old culture ; countries that are deeply attached to our national independence ; countries that share the same ideals of democracy and respect to human rights ; and countries that recognise the importance of abiding by the rule of international law as enshrined in the United Nations Charter. »

Mutual respect and admiration have always prevailed between our two nations and I am very pleased to note that our cultural and economic exchanges are constantly advancing, partly as a result of the active presence of Air France.

Our aviation ties go back many years, and India played a decisive role in the development of Air France in Asia.

The world's first ever airmail service was flown on 18 February 1911 by a French pilot, Henri Piquet, who carried a 15 kg mailbag containing 6,000 letters and cards aboard a Sommer biplane between Allahabad and Naini. Subsequently, in February 1930, Maurice Nogues, on behalf of Air Union Lignes d'Orient, one of the Air France founding airlines, scouted an air route to East Asia stopping at Jodhpur, Allahabad and Calcutta.

This route, known as the “India Route” and then the “Nogues Route”, became a scheduled route in August of that same year, 1930.

The enthusiastic support of the Indian Civil Aviation Authorities and of important figures like the Maharajah of Jodhpur helped consolidate the operation and development of our routes to Asia.

Air France felt duty bound to serve the capital of the Indian Union as soon as possible after its independence was proclaimed on 15 August 1947, with France being among the first countries to recognize it.

On being granted the necessary traffic rights, an Air France Constellation landed at New Delhi on 14 November 1955.

In 1967, the Indian government authorized the replacement of Calcutta by Mumbai, where Air France operated its first flight on 6 September, with a Boeing 707.

Since then, we have made enormous strides. Currently, Air France operates a daily service to Mumbai with a direct flight from Paris in 8 hours 30.

To keep pace with the tremendous expansion of the Indian economy, in addition to its daily flights from New Delhi and Mumbai and its many freighter flights, Air France launched services to Bangalore and Chennai and also flies to Hyderabad under a code-share agreement with its sister airline, KLM.

As a result, I would today like to thank everyone involved in the air transport industry: the Government Authorities, the Aviation and Airport Authorities, the network of travel agents and cargo forwarding agents, as well as all our passengers, the overwhelming majority of whom are business men and women, whose trust and support have placed Air France up among the very best airlines operating to and from India.

My thoughts also go to all Air France people in India, be they Indian or expatriates, who for over half a century have adjusted to changes in our products and have convinced their Indian compatriots to fly with Air France.

My most heartfelt thanks therefore go to all of you. You may rest assured that we are doing everything in our power to continue satisfying you and contributing to the development of trade between India and the rest of the world.



Praful Patel

*Minister of State
for Civil Aviation
(Independent Charge)
Government of India*



प्रफुल पटेल
PRAFUL PATEL

भारत सरकार का नाव प्रमुख राज्य मंत्री, नावों की नाव, नं. 1000
MINISTER OF STATE FOR CIVIL AVIATION (INDEPENDENT CHARGE)
GOVERNMENT OF INDIA, EAST GANDHI BHAVAN, NEW DELHI - 110 002

September, 2007

MESSAGE

After the celebration in 2005 of the 50th anniversary of its operations to New Delhi, Air France is planning to commemorate the arrival of its first flight to Mumbai, 40 years ago in 1967.

The opening of the Indian economy and the new liberalization of air rights have allowed airlines, including Air France, to strengthen their presence in India. Air France has played a key role in the development of Indo-French relationships and has demonstrated an exemplary involvement by increasing its frequencies regularly, thus reasserting its will to be present on the whole Indian Sub-Continent in order to serve Indian clientele better.

Air France's contribution goes beyond the development of Indo-French relationships as the company provides vital links to other parts of the European Union and furthermore to the continents of Africa and America.

I would like to renew my thanks to Air France and its personnel and I wish that in the future, Air France will continue to progress on the path of success and excellence.


(PRAFUL PATEL)



From left to right:
Pierre-Henri Gourgeon,
Director General of Air France,
Kamal Sengupta,
Sales Director Indian Subcontinent,
and Jean-Louis Pinson,
Senior Vice President Asia Pacific

Air France in Asia and India

Message from Jean-Louis Pinson, Senior Vice President Asia Pacific and Kamal Sengupta, Sales Director Indian Subcontinent

Asia has always been a major continent for Air France, hence making it one of its key development areas.

In response to the growing demand, Air France is now operating **more than 200 non-stop weekly flights to 13 Asian countries covering 28 destinations.**

India offers a brilliant perspective in this development, as traffic has nearly doubled from 48.8 million passengers in the year ended March, 31, 2004, to 95 million in 2007. To meet this growing demand, Air France increased its offer of seats in and out of India by 23% in 2005, 35% in 2006 and 21% in 2007. Its forecast for 2008 is an 11% increase in capacity, with 8% in 2009.

In 2007 Air France operates out of **five hubs in India.** Air France offers to Paris daily service from **Mumbai, Delhi** and Karnataka's capital **Bangalore**, four weekly flights from **Chennai**, and six flights per week from Andhra Pradesh's capital **Hyderabad**, operated by our sister airline KLM, via Amsterdam.

This significant development is due to the long and constructive presence of Air France in India. However, even as we celebrate the 50th

anniversary of our presence in Mumbai, we must not forget that **Air Orient**, one of the five founding airlines of Air France, was already operating two flights a month from Paris to Saigon, transiting in Jodhpur, Allahabad and Calcutta in India, in the year **1930.** After its foundation, Air France naturally took over this route.

This commemorative booklet takes a look at the "pioneering period" before retracing the history of Air France in **Mumbai.**

The evolution of air transport has been spectacular: in 1930 it took seven days to fly from India to Paris. In 1955 the journey from Delhi to Paris took 25 hours with three stopovers. Today the Air France non-stop flight departs from Paris-Charles de Gaulle and arrives at Mumbai in only 8 hours and 30 minutes. **Mumbai** has moved on from being an intermediary stop on a multi-sector flight to a **major turnaround station** for the Air France Asia network.

Our activity as an airline operating out of India has undergone major changes. For a long time, Air France has offered its Indian customers many intermediary stops on its westbound flights including Teheran, Tel

Air France and KLM staff at the opening of the new city premises in Mumbai on 1 December 2005



Aviv and Rome, with Bangkok, Saigon, Hong Kong, Manila and Tokyo on its eastbound flights. Today we offer our Indian customers **20,500 weekly connections** to all of Europe, Africa, and the Americas via our **Paris-Charles de Gaulle hub.**

Along with **KLM**, Air France is a member of the **SkyTeam Alliance**, operating out of India with seven of the nine members.

Cooperation between Air France and KLM dates back to the 1930s when we used the same kind of aircraft, the Fokker 7. We also shared the same spare parts depot in the airports of Jodhpur, Allahabad and Calcutta.

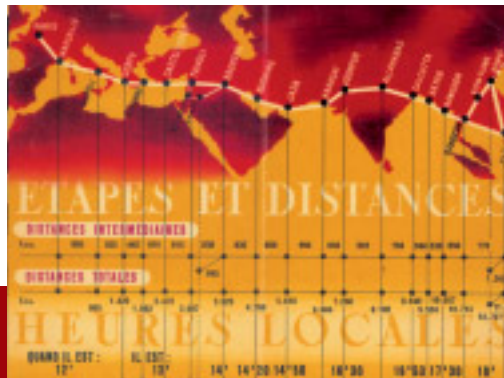
Today, the sales forces of Air France and KLM and the airport staff have joined forces in India to be able to serve their customers better. Air France also offers a joint frequent flyer program, **Flying Blue**, thus offering the regular Indian customer a wide choice of services and Miles, enabling them to attain **Elite** status even faster. Customers therefore benefit from many privileges before, during and after the flight. Air France credits its success and all the fundamentals of its development to the different players in the aviation industry in India: the Civil Aviation Authorities, the air-

port authorities of India, the immigration and customs services, the tourism board of India, the travel agency network, the cargo agents and naturally its customers. We would also like to pay homage to the men and women of Air France who have learnt to adapt to our changing products and to successfully retain the loyalty of Indian customers by proposing a wide spectrum of products and services.

Our thanks go to all of them, and they may be sure that we will do our utmost to deserve their confidence.

*Calcutta-Paris service
and, as from 1967,
Mumbai-Paris*

Year	Flights/week	Aircraft	Take-off weight (kg)	Cruising speed (km/h)	Number of stopovers	Duration of travel
1938	1	Dewoitine 338	11,500	290	12	5 Days
1953	1	Constellation	47,630	470	3	27hr 35
1967	1	Boeing 707	146,000	900	2	13hr 00
1975	3	Boeing 747 - 200	310,000	900	1	11hr 05
2007	7	Boeing 777 - 300	296,000	890	0	9hr 20



Brochure on services to Eastern Europe and the Far East, 1938



Lockheed L.749 "Constellation" (1946-1962)



Far East poster by Ray-Bret-Koch, printed in 1938, showing the "India Route"

Key dates in the history of Air France in India

1

April 1924

First France-India flight operated with the Caudron G4 on an air rally from Paris to Tokyo in 47 days.

March 29, 1927

Creation of "Air Union Lignes d'Orient"

February 12 to March 10, 1930

Air Union Lignes d'Orient operates a test flight Paris-Saigon-Hanoi via India with a Farman 190 aircraft.

August 30, 1930

Air Orient inaugurates a regular twice-monthly France-Indochina service (for passengers and mail). Jodhpur, Allahabad and Calcutta are among the 18 stops between Paris and Saigon.



1. Douglas DC4
2. Dewoitine 338 (1936-1947)
3. Lockheed L.749 "Constellation" (1946-1962)

May 5, 1932

The France-Indochina service becomes weekly. **India has one flight a week.**

August 1933

Air Orient is one of the 5 airlines to merge to form **Air France**. **Air France continues to operate from Paris to Saigon** with the same 3 intermediary stops in India.

August 4, 1938

The France-Indochina route is extended to Hong Kong, using the **Dewoitine 338**.

September 2, 1939

Air France suspends all its services.

November 16, 1944

Air France resumes activity on November 16, 1944. Certain long-haul flights are operated for military purposes only. The RLAFF* operates one weekly flight between France and Indochina with stops in Delhi and Calcutta.

*Réseau des lignes aériennes françaises (French air route network)

June 11, 1946

Air France resumes its flights to India with a **weekly DC4** service to Saigon with a stopover in **Calcutta**.

Summer, 1947

6 flights a month to Calcutta on the Paris-Saigon route.

Summer, 1948

Calcutta benefits from a weekly service with the DC4.

Summer, 1950

Air France increases its service to **Calcutta** with **5 weekly flights**, including one operated with the new four-engined **Lockheed Constellation**.

Winter, 1950-51

UAT, a private French airline, which became **UTA** in 1962 and was to be taken over by Air France in 1992, operates one flight to **Delhi** and Calcutta with the **DC4**.

Summer, 1952

Air France offers five flights a week to Calcutta on its Indochina route, all using the **Constellation**.

Summer, 1953

The Calcutta service is reduced to three weekly Constellation flights, before being restored to four flights a week in the summer of 1954.

Summer, 1954

Air France flights transiting in Calcutta are reduced to three flights a week with effect from winter 1954-55.

November 14, 1955

Air France launches a **new weekly Paris-Delhi** service using the Constellation. Calcutta continues to be served twice weekly with the **Super Constellation**.

April 1958

The three Air France weekly flights transiting in India are operated with the Super Constellation: **two** with stopovers in **New Delhi** and **one** in **Calcutta** when flying eastbound, and two stops in Calcutta and one in Delhi when flying westbound.

Summer, 1959

Air France flights transiting in India serve Delhi twice-weekly and Calcutta once-weekly.

November 1960

The Super Constellation is replaced by a new four-engined jet, the **Boeing 707**, operating three times weekly to India.

Winter, 1961

The **New Delhi** flights increase from two to **three times a week** and Calcutta continues to be served once weekly.

Air France Boeing 707 Intercontinental in flight (1965)

Flying from Mumbai 1967-2007



September 1967

Opening of the **Mumbai** route (**one flight a week**) replacing the Calcutta service.

April 1969

Mumbai is served **twice a week** and **Delhi** three times.

April 1972

Introduction of the long-haul wide bodied **Boeing 747.100**, which operates three of the five weekly flights of Air France to India.

April 1973

Flights to **Mumbai** increase from two to **three a week**.

November 1, 1974

All flights from India land in Paris at the new **Paris-Charles de Gaulle Airport** situated north of the French capital.

April 1977

Boeing 747.100 operated on all **six weekly** Air France flights departing from India.

Summer, 1979

First **Super Pelican 747** weekly freighter service from Delhi.

Summer, 1980

Flights to **Delhi** increase from three to **four a week**.

Summer, 1981

Two of the three flights from **Mumbai** to Paris are **non-stop**.

Summer, 1982

First non-stop flight between **Delhi** and **Paris**. Transfers of all flights to India to the new Air France private terminal, **Paris-Charles de Gaulle 2**.

Autumn, 1983

Opening of the **Hotel Méridien** in New Delhi.



Brochure promoting the Super Constellation (1953)



Air France Mumbai Airport Team in 2000



Front cover of a First Class menu, 1959

Air France advertising campaign in Mumbai, 2007

Summer, 1984

Introduction of the **Boeing 747 Combi**, offering 176 seats and a cargo capacity of 30 tonnes.

Summer, 1987

One daily Air France flight from **India** (four from Delhi and three from Mumbai).

May 1989

All Air France flights departing from India to Paris-Charles de Gaulle are **non-stop**.

1991

Second **Boeing 747 freighter** flight from **Mumbai**.

Summer, 1995

Delhi and Mumbai become **turnaround stations**.

Autumn, 1995

Introduction of the **A340.300** with the new inflight service, **Espace180**, **Espace127** and **Tempo**.

Summer, 1998

Increase in Air France service from India from seven to **nine weekly** flights.

Summer, 2000

Air France daily flight from Delhi lands at the new Terminal 2F of Paris-Charles de Gaulle Airport.

December 2000

Six Air France flights to **Mumbai**.

Summer, 2002

Two daily Air France flights from India: one from **New Delhi** and one from **Mumbai** in cooperation with Skyteam partner Delta.

October 2004

Air France operates a **daily** flight from **Mumbai**.

October 30, 2005

Introduction of a new service from **Bangalore**.

November 2005

Introduction of a new service from **Hyderabad** by our partner, KLM.

October 2006

Introduction of a new service to **Chennai** (three weekly flights) and of a daily flight from **Bangalore**.

October 2007

The **daily** Air France non-stop flights from **Mumbai** to Paris-Charles de Gaulle of Air France are operated by the latest addition to its fleet, the **Boeing 777.300**.



Poster printed in 1939 showing the Nogue's Route, designed by N. Gerale



The pioneers: 1911-1939, the *Nogues* Route

The history of forty years of Air France service to Mumbai owes a great deal to the pioneers of this route who worked relentlessly to establish a regular service, thus paving the way for today's operations.

Henri Piquet carried the world's first official mail by plane on 18 February, 1911. A postal bag weighing fifteen kilos containing six thousand letters and cards were transported on board a Sommer biplane (50hp Gnome engine) between Allahabad and Naini Fort, thus flying a distance of thirty kms. Henri Piquet put this aircraft together in India (it had arrived in a wooden crate by boat from Paris), and took off from a polo pitch. He wore a watch on his right wrist and strapped an altimeter to his left knee. The commemorative stamp printed to mark this occasion strangely shows the aircraft flying over mountains, whereas the flight actually took place over the Yamuna river.

Henri Piquet flew at an altitude of 130 feet and was apparently apprehensive about the crocodiles in the Jamuna river throughout the flight!



Air France route to the Far East (winter 1935-1936)



Air France ticket office in Calcutta during the 1950s

The end of the First World War freed up thousands of aircrafts and pilots. Many flights were launched as early as 1919 with **Poulet and Benoit**, who, taking off from Issy-les-Moulineaux, on October 14 on board the timeworn **Caudron G4**, arrived in Rangoon 47 days later. **Pelletier Doisy**, who took off from Villacoublay on April 24, 1924, on board a **Breguet 19**, reached India and then Tokyo on June 9, 1924.

One man particularly influenced this period: **Maurice Nogues**. Former chief pilot of CIDNA, he joined the “Compagnies des Messageries Transaériennes”. He took off on August 30, 1926 in a small seaplane named “Schreck” from Argenteuil in France, and flew south for a reconnaissance flight with his engineer and teammate Morin.

The flights to the Far East heralded a new era, which was synonymous with Maurice Nogues.

In October 1927, Nogues carried out the first test flight to the Far East: Marseilles/La Ciotat - Naples - Corfou - Athens - Castel Rosso - Famagouste - Beirut on behalf of **Air Union Lignes d’Orient** which took over from Compagnies des Messageries Transaériennes in March 1927.

From February 12 to March 9, 1930, **Nogues** performed a test flight lasting 23 days on a Farman 190 between Paris and Indochina with stopovers in **Jodhpur, Allahabad and Calcutta**.

Jean Hennequin, a future chief pilot of Air Orient describes the **conditions of the journey**: “We would leave early morning at two or three o’clock and would land in the evening after having flown 10 to 13 hours. The flights were carried out in conditions where the two main factors were altitude and wind, which depended on the weather.

The speed of the aircraft would oscillate between 130 and 150 kms an hour. With wind speeds of 30 to 40 kms per hour, we had to “hedgehop” and keep within an altitude range of 300-400 meters. At these altitudes and even much higher, the continuous turbulence would aggravate the flight conditions. We would fly as long as 9-13 hours per day.

The en-route stations could not provide any technical assistance. Therefore all maintenance of the aircraft had to be done by the flight engineer, helped by the pilot and radio operator. A small quantity of spare parts was all that was available on board. For important parts an agreement was reached with KLM, which had the same aircraft and engines, under which we would have a common depot of spare parts at each station. The technicians of both companies had the keys to the chest, which would be replenished by the next incoming aircraft.”

Air Orient, a new airline created by the merger between Air Union Lignes d’Orient and Air Asie on August 30, 1930, started operations on the **Marseille - Saigon** route on **January 17, 1931**.

Passengers from Paris travelled by train to Avignon, where a bus drove them to Marseille-Marignane. A twin-engined seaplane, the CAMS-53, was operated between Marseille and Beirut for postal services, and a single-engined FARMAN F190 for passengers with a seating capacity for four. The successive stops were Naples, Corfu, Athens and Castel Rosso. The Damascus-Beirut route was then by road.

The triple-engined Fokker VII was used on flights going beyond Damascus due to the difficult conditions of travel and to ensure maximum security in desert regions. The stopovers comprised Baghdad, Bouchir, Djask, Karachi, **Jodhpur, Allahabad, Calcutta**, Akyab, Rangoon, and Bangkok, before arriving at Saigon, the final destination.

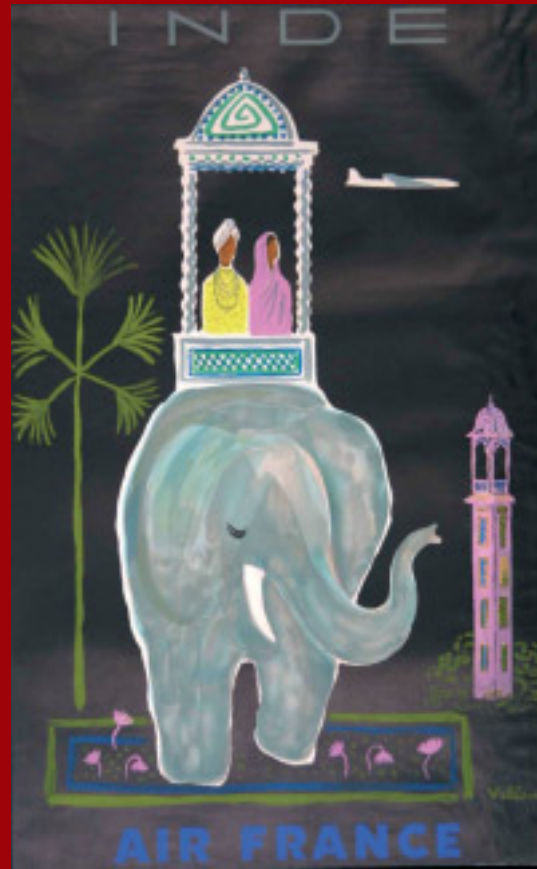
This service was **twice-monthly** before becoming **weekly on April 23, 1932**.

The **“India Route”** spanning over 12,000 kms including eight rivers, eleven seas, thirteen mountains and three deserts, was covered in ten days.

The flights mainly took place during the day and wherever possible, any sea overflying was over the coastline. During stopovers at night, passengers and crew stayed at the same hotel, in the State Hotel in Jodhpur and at the Great Eastern Hotel in Calcutta.



Maurice Nogues



Poster designed by Bernard Villermot
printed in 1956

Meal on board
the Super Constellation



August 1933: Air Orient is one of the five French companies which merged to form **Air France**. Air France resumed the France-Indochina route and for the first time flew to India with a once-weekly flight.

The Air France winter 1933-34 flight schedule promoted flights to the Far East as follows:

“The cabins are equipped with comfortable seats and have a toilet and a washbasin. The speed of our aircraft has reduced the flight time, thus avoiding unnecessary fatigue to our customers and giving them plenty of time to visit the interesting sights along the route (Naples, Athens, Rangoon, Bangkok, Angkor, as an option).”

Air France was represented by the Sanghi Brothers in Jodhpur, by Steel and Co. in Allahabad and by Messageries Maritimes in Calcutta.

The technical progress offered by the new types of aircraft, the operational expertise of the pilots and the technicians and the introduction of ground services all contributed to improving travel conditions: flight time between Calcutta and Paris was reduced from seven days in 1931 to five days in 1938.

August 4, 1938 the France-Indochina route was further extended to **Hong Kong** with a stop at Bayard Fort. This flight was operated with a new triple-engined **Dewoitine 338**, with a cruising speed of 260 km/h and an operating range of 1,950 kms. This aircraft had twelve seats and could ferry 400 kilos of cargo. The flights from France to India took five days.

September 2, 1939: Air France suspended all its flights, including those to the Far East, on the first day of the outbreak of World War II.

Sleeper compartments on board the Super Constellation
(Air France brochure)



AIR FRA

3



The build-up in the post-war years: 1946-1967

June 11, 1946: **Air France resumed its flights** to the Far East, initially with a **DC3** and later with a **DC4**. The weekly Paris-Saigon flight stopped in Tunis, Cairo, Bassora, Karachi and finally Calcutta. Air France long-haul flights left Paris from the new **Orly** airport south of Paris.

In November 1950, the private French airline UAT, later to become **UTA** in 1962, started up weekly operations by **DC4** between Paris-Le Bourget and Saigon with a stopover at Palam Airport in Delhi and Calcutta. These services were suspended in October 1952.

Flights to Calcutta increased to six a month in summer 1947, two per week in summer 1948, then five per week in summer 1950. One of the aircraft used for the five flights was the **Lockheed L749 Constellation**, the most efficient aircraft of its time, with a speed of 480 kms/hr, a cruising altitude of 6,000 meters and a pressurized cabin. Calcutta was then less than 28hr 50min from Paris compared to seven days in 1931! The Constellation had two classes; a first class equipped with reclining seats and the tourist class.

Once again Air France upped its service to Calcutta. In summer 1952, five flights were operated with the Constellation. However, they were progressively reduced to three weekly Constellation flights in summer 1955.



Super Constellation landing (1951)



Poster for Asia by Andre Golven, printed in 1950

Air France moved its offices in Calcutta from Ezra Mansions in Waterloo Street to Victoria House, Chowringhee Square.

Indian Independence on August 15, 1947 and the proclamation of the Indian Union on **January 26, 1950** confirmed the importance of Delhi, its capital. French authorities and Air France immediately started negotiations to operate flights to New Delhi in addition to Calcutta. It was only in autumn 1955 that Air France finally succeeded in operating flights to the capital of India.

On **November 14, 1955** an Air France **Constellation** landed at Palam Airport for the first time, on a weekly flight. The stops on the westbound flight were Karachi, Beirut, Nice and Orly Paris, and Saigon and Hong Kong on the eastbound flight. One of the two aircraft operated to Calcutta was a **Lockheed L1049 Super Constellation or Super G**. This aircraft was faster (530 kms/hr instead of 480 kms/hr) and larger (maximum capacity of 92 passengers instead of 62). Its inflight product was even more comfortable. The first class was equipped with seat-beds, and one of the new features was a compartment with berths. The cities served by the westbound flights were Karachi (two flights), Baghdad (1), Damascus (1), Beirut (1), Rome (1), Frankfurt (1), Nice (1) and Paris Orly (2) and by the eastbound flights, Saigon (2), Manila (1) and Tokyo (1).

One of the main features of flights to the Far East via India was the large number of cities served on either eastbound and westbound flights, depending on the range of the aircraft used (increasingly longer operating range), the potential of passenger and cargo traffic (still increasing and contingent on the development of economic and touristic exchanges) and on the traffic rights granted by the Civil Aviation Authorities of the countries concerned. In the case of India, the authorities adopted a liberal approach to the development of international air transport. On the commercial front, the sales network, customers and Air France personnel showed initiative in adapting to the constantly changing schedules, and contributed to the route economy by making full use of the potential of the flights offered from India.

In summer 1956 until summer 1957, a special service that supplemented the "**Champs Elysees**" product was put in place - the "**Eastern Epicurean**" service - on one of the two flights to Calcutta.

In April 1957, Air France New Delhi offices which were situated on the premises of Escort, in the Pratan Building in Connaught Place, moved to **Scindia House** on Connaught Circus. In 1964, the Vice President of the Indian Republic, Mr. Zakir Husain inaugurated the brand new Air France ticket office.

June 04, 1957: The **Super Constellation** aircraft operated the weekly flight transiting in New Delhi.

In April 1958, all three flights were operated with Super Constellations. Out went the seat beds! Two eastbound flights transited in Delhi and one transited in Calcutta. Westbound, one flight transited in Delhi and two transited in Calcutta.

In April 1959, service to India remained stable; **New Delhi** was served **twice weekly** and Calcutta once weekly.

In autumn 1959, the Air France timetable incorporated Alitalia and Lufthansa flights. These airlines were in talks with Air France and Sabena in an aborted bid to create an Air Union association. Air France was the sales agent for these three partner companies, and the sales office at the Ashoka Hotel in New Delhi sported all three signs. Japan Airlines later joined the same association.

The Air France flights had a double designation **Air France-TAI** (AF/TI). **TAI** (Transports Aériens Intercontinentaux), another French international airline, merged in 1962 with a third French airline, UAT (Union Aéronautique de Transport) later to become UTA (Union de Transports Aériens) before being taken over by Air France in 1992.



Pilots and cabin crew of the Air France Boeing 707 on the Asia route (1965)



Poster designed by Georges Mathieu, printed in 1967

In November 1960, a major new feature appeared on the Air France route to India: the arrival of a four-engined jet, the **Boeing 707 "Intercontinental"**. Its speed (900 kms/hr), its cruising altitude (10,000 m) and its seating capacity (189 passengers) changed the face of air transport.

The Air France Boeing 707s were equipped with two classes: First class with 24 seats in six rows of four, and Economy (new name for the tourist class) in 20 rows of three by three with an aisle in the middle (120 passengers).

The 1960s

Starting in winter 1960, the three Air France flights to India - two to Delhi and one to Calcutta - were operated by Boeing 707s. The westbound flight served Rome (2 flights weekly), Athens (1), Tel Aviv (1), Teheran (3) and Karachi (1) and the eastbound flight Bangkok (3) and Tokyo (3).

In summer 1961, the success of the **New Delhi** flights encouraged Air France to increase its frequencies from two to **three flights** a week, naturally by Boeing 707. Calcutta also benefited from one weekly flight. The schedule remained stable until **1967**, when Air France replaced Calcutta by **Mumbai** as its second Indian destination.

Sales drive in India

1/During the early decades

Besides the specificity of being a stop on a multi-leg route, a situation shared by all the Air France stations on the Far East route, the new Air France destination of Mumbai presented two characteristics which the Air France sales force had to cope with:

- On the one hand, the limited potential of the economic and cultural Franco-Indian relationship, as India was mainly focused on Great Britain in Europe, Canada and the United States for the rest of the world,
- On the other hand, a very severe currency exchange control as Indian nationals had to obtain authorization, backed up by the purchase of a plane ticket, the famous "P. form", and the strict limitation in buying foreign currency.

The Air France sales force in India were able to convert these two major handicaps into assets by proposing to pay for the accommodation expenses of Indian customers at the intermediary stops before reaching their final destination.

Complying with the very strict IATA (International Air Transport Association) rules, Air France was able to pay for the accommodation expenses (for a maximum of 24 hours) of its Indian transit passengers,

mainly businessmen and students, who were thus able to fulfil their desire to discover other countries without using up their meagre allocation of foreign currency. The most sought-after stops were Rome and Paris. These facilities quickly led to a considerable flow of Indian travellers, in addition to foreign residents, businessmen and diplomats who were able to travel freely.

The final destinations of the Indian clientele were usually beyond Paris, all over Europe, the Americas and Africa, not forgetting all the stops en route.

Air France was also represented by General Sales Agents. For example, 90 passengers from Gujarat on tickets sold by our GSA A. D. Amin boarded the first westbound flight out of Mumbai on 9 September, 1967!

Air France has always gone beyond the simple bilateral Franco-Indian relationships, even if the relationship between the two countries has constantly grown.

2/Today

Today, most of the Air France passengers departing from India are business travellers, attracted by the quality of the inflight service, the 20,500 weekly connections available at the Paris-Charles de Gaulle hub and the joint frequent flyer program of Air France/KLM, Flying Blue.

BOEING 707
INTERCONTINENTAL

ENvergure : 46,40 M
 LONGUEUR : 47,40 M
 HAUTEUR : 11,91 M
 POND ALAIRE : 36,10 M
 DE LA CABINE (interior) : 4,75 M
 DE LA CABINE (external) : 4,41 M
 POTES A BAGAGES ET FREIN : 48,100 M
 TYPE DES MOTEURS :
 TURBO PRATT ET WHITNEY JT 4 A
 DISTANCE AU DECOLLAGE :
 KG DE POUSSÉE STATIQUE :
 LITRE DE CARBURANT : 36,000 L
 IMPACT AU DECOLLAGE : 1,400 KG
 LONGUEUR DE PISTE :
 au décollage : 4,700 m
 à l'atterrissage : 4,000 m
 CARGAISON : 15,000 KG SUR 1,400 KM
 ACTION : 1,400 KM AVEC 15,000 KG
 VITESSE : 1,000 KM/H
 NOMBRE DE PLACES :
 selon les aménagements



Flying from Mumbai: 1967-2007

7 September 1967

The first Air France Boeing 707, flight AF198, lands at Santa Cruz Airport in Mumbai, at 4.50 am.

In fact the spectacular economic development of Mumbai, coupled with the difficulties in obtaining an additional frequency in India, were the main reasons for the replacement of Calcutta by Mumbai. The westbound flight served Karachi, Cairo, Nice and Paris Orly and the eastbound flight Bangkok and Manila.

The **Air France team**, located at Stadium House, Churchgate, was headed by **Patrick Denorus**. **P.D.Kothari** was the senior sales representative, **Mr Adur** reservation manager, **Mr Kuckreja** ticket office manager, **Mr Sachdev** cargo manager and **Mr Fauquette** station manager. At the airport, Air India was in charge of ground handling, TWA of maintenance and Paul's of the catering.

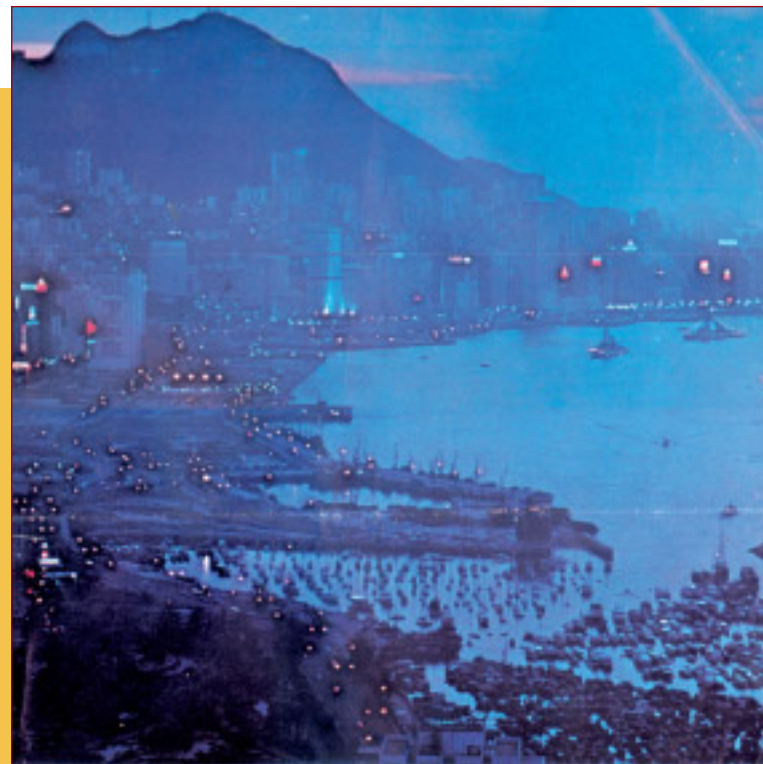
The **second frequency** introduced in **April 1969** was a direct result of the successful Air France service to Mumbai. At that time, Air

France served New Delhi three times a week. The westbound service stopped in Teheran (3 flights) Tel Aviv (3) Rome (2) and Paris Orly (3) and the eastbound service stopped in Bangkok (3 flights) Phnom Penh (1) Manila (1), Hong Kong (2) and Tokyo (3). The **two** weekly flights to **Mumbai** stopped in Karachi (2 flights) Dhahran (1) Beirut (1) Athens (2) and Paris Orly (2) when westbound and Bangkok (2 flights) Saigon (2) Manila (1) Hong Kong (1) and Tokyo (2) when eastbound. The stopover in Calcutta was suspended in 1968.

In **April 1972**, the introduction of the new jumbo jet, the **Boeing 747**, by Air France added a new dimension to air transport. This new aircraft, **the first long-haul wide bodied jet**, had several new features: two decks, main cabins with two aisles, unprecedented ceiling heights allowing for roomy overhead luggage compartments, spacious washrooms and galleys, offering unparalleled comfort to the Air France passengers. The aircraft was configured for 24 First Class seats and over 350 Economy Class seats. Its cargo capacity, in addition to the luggage holds,



First Class Service on board the Air France Boeing 707 in the Nineteen Seventies



ENJOY FLYING FRENCH TO WHERE EAST MEETS WEST.

Whenever you're off to Hongkong for work or personal reasons there's only one way to fly - as the company of the French to let Air France's extensive network and good connections make them the ideal choice for all your journeys East.

With Air France you will have a choice of flights from Delhi or Bombay to the Far East, with departures almost every day of the week. Whatever your destination, aboard your French Boeing 747 you'll appreciate the relaxed atmosphere only a French cabin crew can offer. Premium passengers benefit from the ultimate in comfort, the view of the sea and, of course, everyone can enjoy the French cuisine and popular French wines. And of course Air France's high standards of efficiency. So don't lose to fly to France to enjoy flying French. The company of the French makes every journey feel a memorable occasion.

AIR FRANCE 
FOR BANGKOK, MANILA, HONGKONG.

All Flight Paths to Air to East from Delhi and Bombay				
Monday	Delhi	Bangkok	Hongkong	
Tuesday	Bombay	Hongkong		
Thursday	Delhi	Bangkok	Legon	
Friday	Bombay	Bangkok	Paris	
Saturday	Bombay	Bangkok	Hongkong	
Sunday	Delhi	Bangkok	Paris	

Air France advertisement published in the South Asia Travel Review in December 1982

was impressive too: 22 tonnes, the three holds being four times bigger than those of the 707 (173 m3 compared to 41 m3). The arrival of an aircraft of this size raised difficulties at Santa Cruz Airport.

At this time, three Air France weekly flights to India (2 to New Delhi and 1 to Mumbai) were operated with the Boeing 747.100, the remaining two frequencies by Boeing 707 (1 to New Delhi and 2 to Mumbai).

In April 1973, a **third weekly** frequency operated by Boeing 707 was launched to **Mumbai**, which then boasted two flights by Boeing 707 and one by Boeing 747. In summer 1974, the traffic growth in Mumbai was such that the proportion was reversed: two 747.100 flights and one Boeing 707 flight to the Maharashtra capital.

November 1, 1974, all flights to the Far East, including the Southern Route transiting in India, were transferred in Paris to the new Air France site, **Charles de Gaulle Airport** in the north of Paris.

This marked the beginning of the construction of the Air France connections network because, for the Indian market, Air France was not only selling France and the stops along the route but also all the European, African and American destinations.

In summer 1977, each of the three weekly services to Mumbai was operated by Boeing 747. Flights from New Delhi were also operated by Boeing 747 in winter 1977.

In **summer 1979**, the **Boeing 747 Super Pelican freighter**, with a payload of 120 tonnes of cargo, supplemented the 22 tonnes of cargo carried by Air France to India on each of the six weekly frequencies in the standard Boeing 747: Delhi was served once weekly. At the same time, the stopovers of the six flights showed the **acceleration of routes** transiting in India: on flights to Delhi, the only westbound stop was Dubai for one flight and Teheran for two flights; on the eastbound service, the three flights ended in Hong Kong after a stop in Bangkok. For the **three flights to Mumbai**, two transited in Dubai and one in Teheran before arriving in Paris on the westbound route; eastbound, all the flights stopped in Bangkok, one stopped in Ho-Chi-Minh City and Hanoi and the two others ended in Manila after a stop in Bangkok.

In **summer 1980**, **New Delhi** was served by **four weekly flights**, all operated with the Boeing 747.100. The fourth flight, called the **Hong Kong express**, continued further east to Hong Kong, with no intermediary stops. This flight was suspended in winter 1980-81.

The acceleration of flights continued in summer 1981: **two** out of the three weekly services from **Mumbai to Paris-Charles de Gaulle Airport** were **non-stop**. A non-stop flight to Hong Kong provided the Hong Kong Express service.

During **summer 1982**, the **first non-stop service** (out of three weekly frequencies) was introduced between **New Delhi and Paris-Charles de Gaulle**. This acceleration carried on in winter 1982: three non-stop flights from Paris to New Delhi with no stopovers and two non-stop out of three in the other direction. That year **1982**, Air France moved its long-haul service to Asia to its new private air terminal, **Paris-Charles de Gaulle, Terminal 2A**.

Air France fitted out its First Class in the Boeing 747 with seat-beds.

In summer 1983, the **three weekly flights** between **Mumbai and Paris** were also operated **non-stop** in both directions.

During **autumn 1983**, the hotel subsidiary of Air France, the **Méridien** chain, opened a 450-room hotel in New Delhi. This opening strengthened the Air France Group's commercial action conducted by its tourism subsidiary, **Sotair**, with its brands **Jumbo and Jet Tours** and by its air transport activity at the service of India's economic, touristic and cultural development.

At the same time, a new flight was launched stopping in Karachi and Delhi before flying non-stop to Beijing.



Poster from the Air France "ticket" campaign in France in 1983



Loading of an outsize shipment through the nose of the B747 freighter at Paris-CDG Airport

In summer 1984, Air France introduced the **Boeing 747 Combi**, with capacity for both passengers and cargo (176 seats, 13 pallets, 7 on the main deck and 6 in the belly) on flights to New Delhi and took advantage of it to increase its weekly frequencies from three to four flights as of June 26, 1985.

Two of the four flights which passed through Delhi then flew non-stop to **Beijing** and, on one of these, Air France offered the fastest service between Europe and China: Paris-Delhi-Beijing.

Until 1995, Air France offered a constantly growing number of flights by Boeing 747 Combi, as the capacity for 176 passengers was then sufficient for non-stop flights from Delhi or Bombay to Paris; on the other hand, the additional cargo capacity increased in line with the fast-growing economic development of India both in terms of export as well as import freight.

By **summer 1987**, a **daily flight** connected Paris to India with four frequencies to Delhi and three to Mumbai.

As from **May 31, 1989**, every flight from Paris to India was **non-stop**. Eastbound stops from Mumbai were Bangkok (2 flights) and Hong Kong (3 flights).

A flight to Delhi stopped in Karachi again during winter 1989, but was suspended on June 2, 1990.

In **1991**, the growth of cargo activity led Air France to double the **747 Super Pelican** freighter flight from Delhi and to introduce a weekly frequency to **Mumbai**, in addition to the capacity of the seven weekly Boeing 747 passenger flights from India.

During summer 1992, the aftermath of the 1991 Gulf War had contrasted effects: Delhi and Mumbai had two weekly frequencies each by Boeing 747 freighter and Delhi reduced its mixed passenger and cargo flights from four to three a week.

During **summer 1995**, the development of passenger traffic to and from India was such that the six non-stop weekly flights from Paris no longer needed additional traffic to the East of India: **Delhi and Mumbai** became **turn-around stations**. This made the allocation of seats to passengers easier, whereas it had often been a tricky issue in the case of multi-leg flights, and it led to a significant improvement in comfort for Indian customers.

That summer, flights were operated with the long-haul, twin-engined **Boeing 767.300**, equipped with 24 seats in "**Espace 127**" and 184 seats in **Tempo**.

During **autumn 1995**, Air France introduced the youngest of the Airbus family, the long-haul, four-engined jet **A340.300**, on the three non-stop Paris-Delhi flights. This aircraft was equipped with the new Air France product: 16 "**Espace 180 Premiere**" flat beds, 42 "**Espace 127 Business**" reclining seats and

240 seats in **Tempo** class.

The three weekly flights from Mumbai continued to be operated with the Boeing 747 Combi.

In summer 1996, Delhi once again boasted four weekly flights, all operated by Airbus A340.300.

In summer 1997, it was **Mumbai** which greeted the Air France **Airbus A340.300**. As for Delhi, it saw the arrival of the **Boeing 767.300**.

During summer 1998, Air France capacity out of India continued to grow: the number of flights from New Delhi went up to five a week, and to four a week from Mumbai, all operated with the Boeing 767.300. This made a total of 9 weekly flights from India to Paris, operated by Air France.

In **summer 2000**, Air France introduced **daily service to Delhi**. As for the Maharashtra capital, the number of weekly flights rose from four to five. The flights to these two Indian destinations were operated by Airbus A340.300, which all arrived at the new **Terminal 2F** at the Paris-Charles de Gaulle 2 hub.

In December 2000, **Mumbai** increased its service from five to **six weekly flights**, enabling Air France to offer a total of thirteen flights from India to Paris-Charles de Gaulle, all of which were non-stop.

1. "Tempo-Economy"
2. "L'Espace Affaires-Business"
3. "L'Espace Première-First"



In **summer 2004**, Air France continued to operate its daily Airbus A340.300 flight from Delhi. Concerning Mumbai, Air France operated five out of the seven weekly flights by Airbus A340.300, while Delta operated the two other flights by Boeing 767. As from **winter 2004**, Air France finally operated a **daily Airbus 340 flight** from **Mumbai**, and a daily Boeing 747.400 from Delhi.

In **October 2005**, Air France opened a new service to **Bangalore** (5 flights per week) and KLM, its sister airline, launched 3 weekly flights to **Hyderabad**.

In **October 2006**, Air France opened a new service to **Chennai** (previously operated on a code-share basis with our partner Delta Airlines) and today offers a **daily flight** from **Bangalore**.

In **2007** Air France operates out of **five hubs** in India. It offers **daily services** from **Mumbai, Delhi and Bangalore**, and **three flights per week** to **Chennai**. All the services are **non-stop** to Paris-Charles de Gaulle. Finally and under code-share agreement with Air France, KLM operates, **five weekly non-stop services** from Andhra Pradesh's capital **Hyderabad** to Europe.

The **daily Air France non-stop flights** from **Mumbai** to Paris-Charles de Gaulle of Air France are operated by the latest addition to its fleet, the **Boeing 777.300**, fitted with its new and most comfortable cabin interiors.

The Boeing 777.300 is equipped with 8 seats in L'Espace Première-First, 67 seats in L'Espace Affaires-Business and 235 seats in Tempo-Economy. The main features of the 3 classes are:

- seats which convert into a 2-metre bed in **L'Espace Première**, with a real mattress and feather duvet.
- Passengers enjoy an exclusively designed seat in **L'Espace Affaires** which reclines flat. The special feature of this seat is its rigid outer shell which protects the passenger's privacy when the seat in front of him is extended.
- The **Tempo** seats recline 118° for maximum comfort. Each passenger can enjoy the selection of inflight entertainment on his or her own private screen.



Boeing 777.300 ER



The Air France-KLM Group in Asia and India

The Air France-KLM, founded in May 2004, groups two airlines, Air France and KLM, around three core businesses, passenger transport, cargo transport and aircraft maintenance. The main challenge is to generate synergies between the two airlines, which retain their own identity and continue to manage their operational and commercial activities.

Fiscal 2006-2007 ends a successful first stage in the merger of the two airlines. In three years, operating income has increased 3.4 times, reaching €1.2 billion, with a turnover of €23.1 billion and a net profit of €891 million.

The Air France-KLM Group is the world leader in terms of revenue and first in Europe by number of passengers. It operates 569 aircraft, including 164 long-haul, 223 medium-haul and 182 regional planes. The Group serves 240 destinations in 105 countries out of its two hubs at Paris-Charles de Gaulle and Amsterdam, 118 long-haul and 122 medium-haul. It employs 103,000 agents. The Air France-KLM Group is about to embark on a new stage in its integration, with an organization that will enable it to achieve its ambition, and further improve its profitability for the benefit of its customers. In this respect, the Group will offer new routes and continue to upgrade its fleet.

The Air France-KLM Group's strategy is particularly significant in Asia. In three years, joint seat capacity has increased by close to 30% for each of the two airlines. In 2006, with capacity on Asia-Pacific routes amounting to 13% of the total capacity for all airlines, Air France-KLM was the leading airline group between Europe and the Asia Pacific, with over 12% of market share. One European passenger out of three who takes a European carrier to go to Asia, flies with the Air France KLM Group.

In summer 2007, capacity on Asian routes grew by 7.3%. Air France-KLM therefore offers over 200 weekly frequencies to 23 Asian cities in 11 countries, 69 weekly frequencies to China and 43 to India.

Six new flights are now available to India on departure from Paris-CDG 2: two to Bangalore, making this a daily service, and four to Chennai. Air France therefore offers one daily flight from Delhi, Mumbai and Bangalore and four weekly flights from Chennai to Paris-Charles de Gaulle Airport (this means that Air France has tripled its capacity in only 5 years, from 2002 to 2007). As for KLM, it offers one daily flight from Delhi, 1 daily flight from Mumbai operated jointly with their partner Northwest, and 6 weekly flights from Hyderabad to Amsterdam Schiphol Airport.

The grouping of the Air France Indian teams (199 agents) with those of KLM (139 agents) has been completed in stations and sales offices since 2005.

Synergies have grown between the two airlines, with the setting up of joint management as from May 2007. Warner Rootliep of KLM has taken over the Regional Management of the Indian subcontinent, covering India, Bangladesh, Bhutan, the Maldives, Nepal and Sri Lanka. Sébastien Guyot has taken over the commercial management, Kamal Sengupta the sales management, both from Air France, and Martin Lovink from KLM the administrative side.

Air France is building in India, as in the rest of the world, tomorrow's airline group focused on its customers, in the spirit of unity between the two airlines, based on partnership, dialogue and mutual respect.



Air France and KLM manager team India, Nepal, Bangladesh, Bhutan, Sri Lanka & The Maldives from left to right:

- Jean-Pascal Cetran, Director Air France - KLM Cargo
- Martin Lovink, Human Resources Manager Air France, KLM & Northwest Airlines
- Kamal Sengupta, Director Sales Air France, KLM & Northwest Airlines
- Warner Rootliep, General Manager Air France, KLM & Northwest Airlines
- Carine Barbe, Financial Controller Air France
- Jorrit Opstall, Financial Controller KLM - Northwest Airlines
- Sébastien Guyot, Commercial Director Air France, KLM & Northwest Airlines



Aircraft tails of SkyTeam member airlines

The Alliance SkyTeam

International airlines join forces in order to offer their passengers a wider choice of more efficient, high-quality services.

Set up in June 2000, SkyTeam is a global alliance which now includes **eleven international partners**: Aeroflot, Aeromexico, Air France, KLM, Alitalia, China Southern Airlines, Continental Airlines, CSA Czech Airlines, Delta Air Lines, Korean Air and Northwest Airlines.

The Alliance enables the coordination of each airline's networks and hubs, and offers high-quality services to all its customers. The SkyTeam alliance has more than **2,413 aircraft** in operation, plus **1,205** in subsidiaries, and **31** large hubs.

It offers its **428 million passengers** each year more than **16,200 daily flights** to **841 destinations** in **162 countries**.

The benefits which SkyTeam offers its customers are numerous and highly appreciated:

- **Frequent flyers** programs on all SkyTeam flights which allow members to earn Miles and obtain awards (free tickets, etc.) as well as faster access to "Elite" membership status.
- More than **400 lounges** worldwide.
- A wider choice of ticket prices to more destinations for passengers residing in India and traveling on a transatlantic, transpacific or intercontinental flight, on one of the nine airlines:

* In Europe, the "SkyTeam Europe Pass"(*) launched at the end of 2002 enables leisure passengers visiting European destinations to buy flight coupons on the Alliance's intra-European flights at very competitive fares.

* In America, the "SkyTeam America Pass"(*) enables passengers to choose 3 to 10 flights between 300 cities to the USA (except Alaska and Hawaii), Canada and Mexico at very advantageous price conditions.

* In Asia, the "SkyTeam Asia Pass" (*) enables any passenger arriving in Asia on a long-haul flight with any SkyTeam member or in connection with a round-the-world ticket, to visit 3 to 8 cities of their choice in Asia within 60 days

- One-stop check-in for passengers traveling on connecting flights of Alliance members.
- Easier connections thanks to a high-quality international network.

• The guarantee of service quality on all the member airlines of the Alliance, while preserving the cultural identities and specificities of each airline:

- * On every long-haul flight, the possibility of communicating with the cabin crew in English and in the languages of the originating and destination countries of the flight.
- * Varied choice of meals to suit religious, medical or dietary needs.

• **2,000 SkyTeam agencies** all over the world to plan the passenger's trip and obtain information.

Consequently, SkyTeam ranked first among international alliances in the "airlines" category of the American magazine Global Traveler in 2005 and 2006.

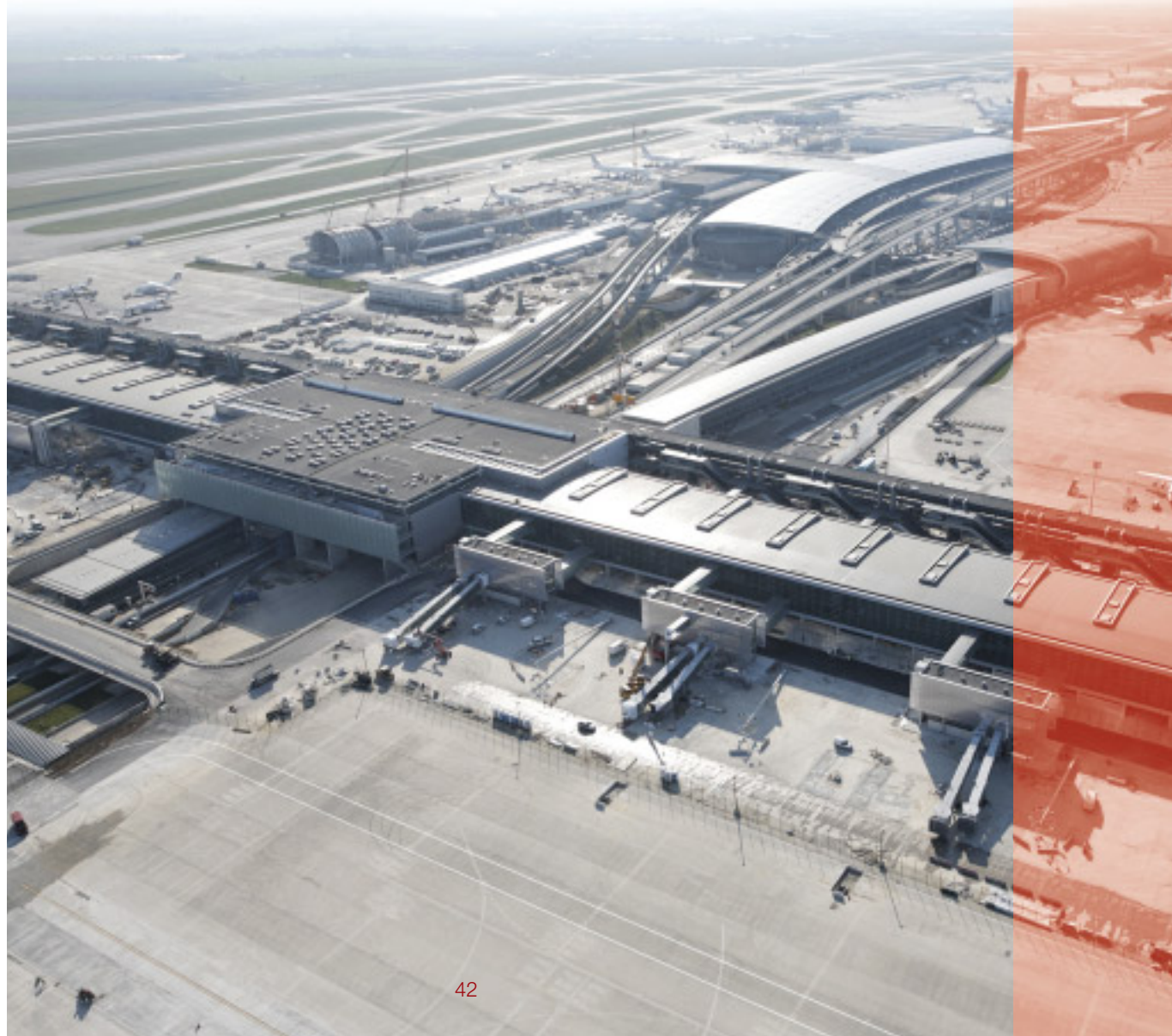
SkyTeam Cargo, set up in September 2000, currently includes Aeromexico Cargo, Air France Cargo, Alitalia cargo, CSA Czech Airlines Cargo, Delta Air logistics, KLM Cargo and Korean Air Cargo.

SkyTeam Cargo is the first, biggest and most extensive air cargo alliance in the world.

The strength of this Alliance is at the service of the Indian economy in terms of import and export cargo and contributes to its development.

(*)See terms and conditions

*Aerial view of
the new boarding
satellite connected with
Terminals 2E and 2F
at Paris-CDG 2*



The Paris-Charles-de-Gaulle 2 Hub

The Paris-Charles de Gaulle 2 hub is one of Air France's main assets.

*Indeed, Air France offers passengers more than **20,500 weekly connections** in under two hours between the medium and long-haul networks, which is more than in Frankfurt, Amsterdam or Heathrow.*

*Flights are organized in six connecting banks, with a wave of arrivals and a wave of departures which allow for a maximum of connections in the shortest possible time. There are more than **900 daily flights** carrying **92,000 passengers** going through Paris-CDG 2 (arrivals and departures), of whom almost 56% have connecting flights (summer 2006).*

In addition to the high-quality services provided by Air France and its SkyTeam partners, the Paris-CDG hub enjoys a privileged position thanks to the development potential of the airport infrastructure: opening of a third runway in 1999, a fourth in 2003, opening of a new boarding satellite connected with Terminals 2E and 2F in summer 2007 and the installation of new baggage sorting systems at the beginning of 2008.



In the new boarding satellite:
1. relaxation area in the boarding lounge
2. flight departure display panel



On the basis of these developments, Air France aims to build a coherent network comprised of Terminals 2E, 2F connected with the new boarding satellite, geared to making the handling of passengers and their baggage more efficient.

This combined network will form the core of the Air France hub.

Indian passengers travelling to India will check-in at Terminal 2E and be transferred to the new boarding satellite in the automated train shuttle "Lisa". In the satellite, they will find **Europe's largest duty free shopping area** and of course all the facilities to make our passengers' waiting time more comfortable.

First class passengers will benefit from:

- a private check-in area at Terminal 2E,
- a personal escort to the First Class lounge of Terminal 2E,
- a direct transfer to the aircraft in a private car,
- a personal welcome by the crew.

Air France also benefits from air/rail connecting traffic thanks to the location of the TGV (high-speed train) station at the heart of its Paris-CDG hub. From this station, opened in 1994, passengers have access to the French "Reseau Express Regional" (suburban rail network) and, for example, to the Brussels-CDS TGV that, combining speed and comfort, guarantees excellent connections at CDG airport. In 2006, Air France and the SNCF (French National Railways) carried more than 240,000 passengers using the combined modes of transport.

Today at the Paris-Charles de Gaulle hub, Chinese, Korean, Indian, Japanese, Thai and Vietnamese passengers can request the assistance of our **26 Asian welcome agents** who work under the supervision of a manager and two supervisors. **Five agents** are dedicated to **Indian flights**: Komal Dhillon, Jean Irani, Samira Nathoo, Suresh Gohany and Vish Sethi. One of the two supervisors is also a former employee in India, Sunanda Achar.

All these agents not only provide linguistic and commercial assistance to our customers, but are also involved in various other activities.

For instance, they regularly organize information sessions aimed at increasing the awareness of their colleagues, passenger service agents at CDG, of the culture and expectations of our Indian customers.

Moreover, to help further improve the service quality relationship prior to take-off, these agents complete a document known as "flight crew/ground staff synergy" which they submit to the Chief Purser. The cabin crew use this document to identify the Indian passengers on board to meet their needs more efficiently.

Loading of pallets
by the nose door
of the "Super Pelican"



Personal
Experiences

Economic exchanges between India and France

Daniel Philibert
President of the Indo-French Chamber
of Commerce & Industry



February 26, 1980: delivery of a 19-tonne machine to IPC
by a Boeing 747 Super Pelican freighter



Indo-French Chamber of Commerce & Industry

Daniel PHILIBERT
President

03 Dec 2007

Dear Ms. Sengupta

I am delighted to learn that Air France is celebrating its 40th Anniversary of flights to India on the Bombay-Paris route.

I believe that Air France actually came to India much before it was fashionable to fly to India, as far back as 30th August 1930 in the city of Calcutta. Your airline has come a long way since then.

Air France has played the true role of an Ambassador by enabling early in time, a direct link between France and India. This connectivity in turn has not only enabled to develop commercial relations but also to promote culture between our two countries. Air France has contributed to the increase in commercial exchanges drawn from the exponential economic growth of India.

This success is has to continue and we can predict a stronger and denser position of Air France in the economic structures of our two countries.

We at Indo French Chamber of Commerce & Industry are proud to be associated with Air France and wish you a future full of flying colors.

With best regards

Daniel PHILIBERT

Memories of the inaugural flight from Mumbai



Dilip Vora



View of the First class cabin
of the Air France Boeing 707
in the Sixties

Personal Experiences

I have had a very long relationship with Air France. In 1968 Air France wanted to shift from the Taj Mahal hotel and was looking for premises. As I helped them in this matter, Air France was kind enough to offer me and my wife free tickets on an inaugural flight.

Despite being in Economy Class we were given royal treatment throughout the flight. We were received in grand style at Paris airport, from where we were taken to the Crillon Hotel – considered among the best hotels of the time.

Over 4 days we enjoyed the French hospitality like royalty with some great sightseeing and entertainment. Being a Management student, I expressed my desire to visit the Management college in Paris, and a visit was specially arranged for me, accompanied by someone from Air France. It was a wonderful experience to visit one of the finest Management colleges in the world.

As part of our ticket, we could visit London, Berlin, Hamburg, Frankfurt, Geneva and Rome. Our return flight to Mumbai was via Cairo, where we had to collect our baggage and check it in for the Cairo-Mumbai flight. Once again the Air France staff at Cairo air-

port were extremely helpful. This time my wife and I traveled in First Class, and the service was excellent. I remember a small incident on the flight – I asked the airhostess for a glass of cold milk. She looked at me with a strange expression, but nevertheless gave me the glass of milk! After that I asked her for some vodka, and she told me I was a “naughty boy”!!

The whole trip was an unforgettable experience for my wife and me, and since then I have kept up my association with Air France.

Mr. Vora is the oldest client of Air France Mumbai. At the time of his first flight he was a Management Student. Today after being a Director of many companies -HSBC, Citibank, Siemens, Mafatlal Group of Industries and Herdillia Chemicals - he is retired and a consultant.

Having worked, lived in London and worked in India, Dubai and Hong Kong he has travelled all over the world and mostly in business class. He is an Air France frequent flyer (Platinum).



First class meal service on board the Air France Boeing 707 in the Sixties

P. D. Khotari



The Air France Staff in Mumbai

Personal Experiences



The Air France Mumbai Team with President Christian Blanc 1995

It was a great pleasure to know that Air France Mumbai will be celebrating the 40th Anniversary of its first flight operation from Mumbai in 1967. I was one of those lucky ones to be in Air France in 1967.

But before that I must refer to preflight reflections and post flight information.

The first offline office was in Dhanraj Mahal at Apollo Bunder in late fifties. Then the pool of AF-AZ-LH-UTA at Churchgate Alitalia office.

The second independent office was at Stadium House, Churchgate after the separation of the pool agreement.

I joined Air France in 1962 as a Sales Representative at that time the number of IATA agents in Bombay were 15 and South India were about 30 plus NON-IATA agents we met our offline flown revenue target till we got the first flight in 1967. This probably was a reward for our team in West and South India for our performance. The General Management in West and South India owe a due credit for our success and also our ticket office, sales and airport personnel.

The first flight in 1967 was a signal success with a Boeing 707 Aircraft. Indian passengers who flew on Air France got the first experience of Air France hospitality and cuisine.

Management Team Commercial and Airport Mumbai 2003



Initially we came across complaints about vegetarian food and language difficulty. A great majority of passengers in our Region are vegetarian. So special meals were introduced and this problem was solved to a great extent. In due course Indian Hostesses were positioned in Paris who could speak to transit passengers in Indian languages. This was greatly appreciated by agents and clients.

Studies were made in the main categories of clients listed below. Also we took into account the language skills, inclinations and aptitudes of sales and ticket office staff.

Main categories of customers were are as under:

- All IATA and NON-IATA agents and also in house travel section of large companies, industry, business and profession sector,
- Film stars and groups going for location shooting abroad,
- Religious sector, India being multi-religious, multi-lingual and multi-cultural society,
- Seamen groups from steamship companies,
- Students and immigrants,
- Family individuals and groups for visiting relatives and also for tourism.

The Sales Representatives were assigned for sales promotion on Air France according to their areas of inclinations. But overlapping could not be denied.

Information of travel markets was exchanged and analysed. Necessary sale actions were taken.

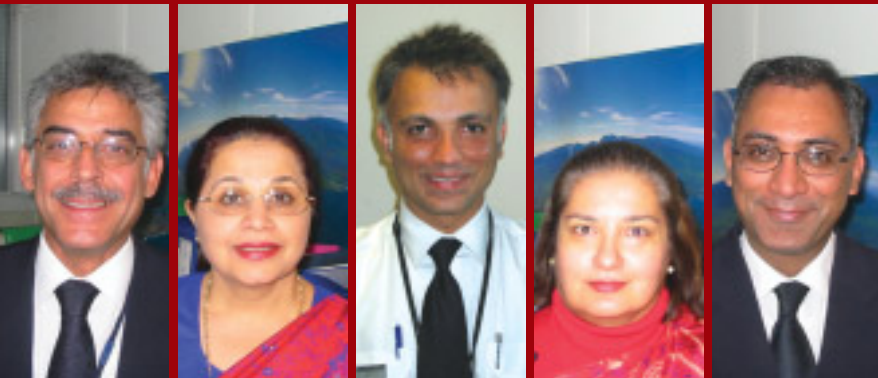
Complaints from clients and agents about ground and in flight services were promptly attended to and remedial actions taken.

Finally grateful thanks to our Paris Headquarters, the Indian and Regional Management, sales, ticket office and Airport teams for all their efforts, hard work and support in making Air France what it is today.

BON VOYAGE ET BON COURAGE

Premchandra D. Kothari
Retd Marketing and Commercial Manager
West, South India and Srilanka

Air France welcomes its Indian passengers in Paris: From the pioneer, Nalini Mitra, to today's team



The Indian welcome team at Paris-CDG 2: Messrs Jean Irani, Samira Nathoo, Suresh Gohany, Komal Dhillon and Vishawjeet Sethi



Nalini Mitra

Personal Experiences

Nalini Mitra, today Nalini de Bellaigue, was the first Indian hostess in Orly in 1971. She describes her experience:

"I joined Air France in New Delhi in 1963 working at Palam Airport and then at the ticket office in Scindia House.

Most of our Indian clients were transiting in Paris, as their final destinations were most often Great Britain, America or Canada.

The quality of transit was an important factor for this clientele as they would be welcomed in their mother tongue. The Air France General Management for India convinced Head Office to start an Indian hostess service in 1971 at Orly, which was AF's main base. Very few Indian personnel spoke French. Having studied in Europe, I was one of the few skilled agents able to speak French and this was the reason why the Company chose me for this post.

I was sent to Paris in November 1971 for a trial period which enabled me to obtain my work permit and my resident

card. This new position required my presence at Orly six days a week to cover a maximum of flights from India.

The three types of Indian clientele arriving from Delhi and Mumbai (although Air France had no flight from Chennai, many of our passengers came from there) were the focus of my attention.

I made sure my compatriots received the warmest welcome. Before take-off, all those passengers received a memo presenting the reception service at Orly with a photo of me wearing a traditional sari (I was used to wearing the Air France uniform in Delhi) and, on disembarking from the aircraft on their arrival, they looked for me (sometimes I had trouble proving my identity when my hairstyle was different from the photo).

Businessmen were a minority among passengers and our sales office always informed me when they were due to arrive. They simply needed assistance with police and customs formalities.

Most of the Indian passengers were emigrants, mainly from Punjab and Gujarat, transiting in Paris before going on to London, Manchester, New York, Chicago, Montreal or Los Angeles.

I saw to their comfort during their transit, gave them their boarding card for their next flight and accompanied them to the boarding lounge. My knowledge of Hindi enabled me to talk to my Indian passengers in Punjabi (Punjab) and in Marathi (Gujarat).

But for some languages like Tamil, we resorted to the international language of signs.

Other types of Indian passengers flying with Air France were students and professors in transit for 24 hours, in the hope of discovering as much of Paris as possible.

To go over the limit of 8 dollars imposed by the Indian currency control, Air France paid for the accommodation of passengers during their 24-hour stay in Paris in compliance with the strict IATA conditions. The Delhi

and Bombay sales offices gave them an accommodation voucher, mainly for the Astra hotel with which we had signed an agreement and which knew their expectations well. As for me, I gave them Air France bus tickets from Orly to the city center (the air terminal at Invalides).

Our passengers and the Indian travel agent network quickly got to know about this welcome service. It effectively contributed to filling up our Boeing 747s, recently introduced in India. Vegetarian food or "Hindu-meals" served to Indian nationals departing from Paris was also a big improvement. When I left Air France in May 1973, after getting married, processes were running smoothly and the reception service for passengers arriving from India was continued. A colleague from Mumbai replaced me, Tahyra Khan.

... Today, at the Paris-Charles de Gaulle hub, there is an Asian reception service with twenty-six agents working under a manager and two supervisors, offering assistance to our Chinese, Korean, Indian, Japanese, Thai and Vietnamese customers. Five agents are dedicated to the India

route flights: Komal Dhillon, Jean Irani, Samira Nathoo, Suresh Gohany and Vish Sethi. All of them are carrying on the tradition by offering linguistic and commercial assistance to our customers. They have since branched out into a number of other activities too, playing an important role in increasing other colleagues' awareness of the culture and expectations of our Indian customers. To this end, they made contributions to a booklet entitled "Namaste, win the preference of our Indian clientele" which summarizes Indian history and culture, and lists the best practices to adopt for these customers.

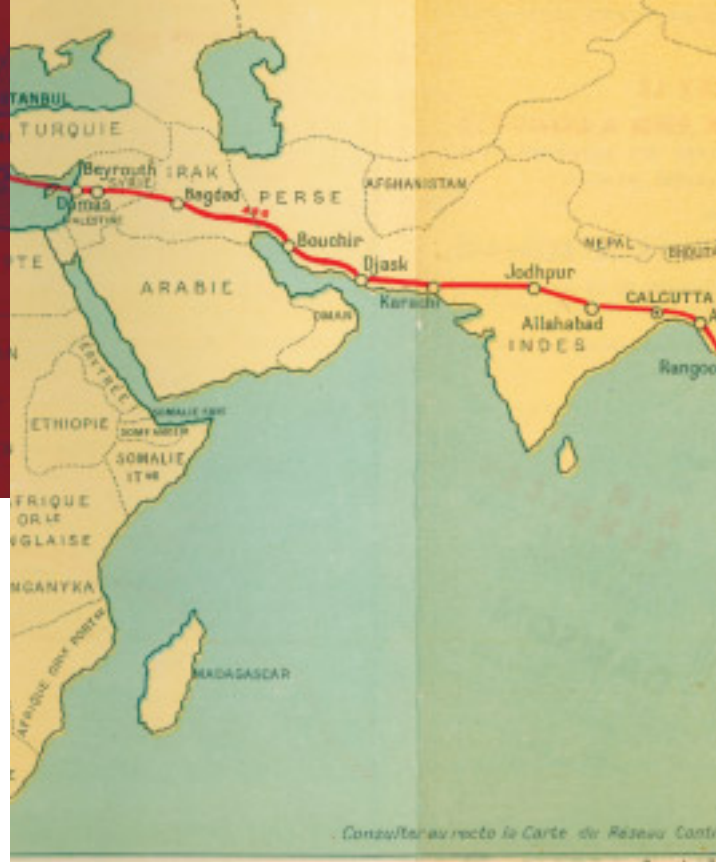
Years go by, but the personalized reception of our Indian customers still remains..."

Nalini Mitra

First Indian hostess in Paris

Personal Experiences

The Air France route map for the Far East (summer 1937)



*From the three-engined Dewoitine 338 (1938) to the four-engined Boeing 707 (1969)
Pierre CAN,
30 years of service to Air France's passengers*

Pierre CAN is an eminent figure in French air transport: hired as a barman in 1938 at the service of passengers of the Dewoitine 338 (the profession then came to be known as steward after the war), he became a steward and subsequently a chief purser, on board the DC4, the Languedoc, the Constellation, the Super Constellation and finally, the first four-engined Boeing 707, ending his career in 1969.

Here are some of his memories of Air France's South East Asia Route:

"I was hired by Air France in Hanoi in 1938 to look after passengers on board the Dewoitine 338 linking Marseille to Hanoi via India.

The Dewoitine 338 was a highly-efficient three-engined aircraft for those days (speed: 260 km/h, range: 1950 km, cruising altitude: 3,000 m) but it could only hold a little load (2,700 kg). For the twelve passengers it transported on the Far East routes, all the barman had was a cool box, 5kg of ice, drinks and some tinned food, amounting to a total weight of 80 kg! This weight excluded all European barmen of an average weight of 65 to 75 kg. Consequently, it was partly because of our weight of 50 kg that eight Vietnamese colleagues and myself were selected to provide the service on the Far East route departing from Tunis (my French colleagues provided the in-flight service between Marseille and Tunis).



Boarding on the Dewoitine 338



Service on board the Dewoitine 338

Service on board the Constellation



In 1938, the trip took seven days, with six overnight stopovers: the first in Tunis, the second in Alexandria after stops in Tripoli and Benghazi, the third in Baghdad after stops in Beirut and Aleph, the fourth in Karachi after stops in Bouchir and Djask, the fifth in Calcutta after Jodhpur and Allahabad, finally the sixth in Rangoon after a stop in Akyab. The seventh day, the flight reached Hanoi after a stopover in Bangkok before carrying on to Hong Kong with a stop at Bayard Fort.

In order to limit the already very long flight time, the barman obliged the passengers to board during the starting-up and heating of the engines (the piston engines of those times needed ten to twenty minutes to warm up ready for the engine run-up and take-off) and just a few meters from the exhaust pipes: they were totally immersed in the aeronautical atmosphere of the pioneers amidst noise, air, smoke, and dust!

These daytime flights mostly followed the coastline routes. This could be very difficult, particularly during the monsoon (cloudy fronts rose up to 9,000 m whereas the ceiling of the Dewoitine 338 was limited to 3,000 m). The 260 km/h cruising speed left raindrops running down the windows.

For the meal, the barman ordered meal boxes for cold meals at the stopovers and served them once the aircraft had reached its cruising altitude. His jump seat hid the gar-

bage can! In the evening, the passengers and crew had dinner at the hotel. The barman made sure that passengers had the luggage they needed for the night, after having disembarked them by means of the aircraft stairs. In Calcutta, we used to stay at the Great Eastern Hotel.

Our flights were seldom full. I remember flying once with only one passenger, an Indian maharaja. The busiest sector of the route was Jodhpur. Hong Kong, where rich Indian passengers flew for business or pleasure.

World War II caught us while we were in Tunis. We were transferred to Algiers and then to Marseille. We then provided flights in the Dewoitine 338 equipped with 24 seats and in the Bloch 220 departing from Marseille and Algiers to Tunis, Oran and Casablanca.

The resumption of Air France operations took us back to the Far East Route.

The Constellation (Lockheed L749) used on the route transiting in Calcutta as from 1954, brought huge improvements: the speed of 480 km/h, the capacity (from 34 berth-seats to 68 tourist seats), and a flying altitude of 6,000m with a pressurized cabin. For the passengers' comfort, the cabin crew (usually two stewards and a hostess) had a closet containing prepared meals with starters, cheese and dessert. The hot dishes, in small baking dishes inside thermos boxes

were warmed up on electric hotplates. We had to wait for the Lockheed L.1049 Super Constellation equipped with electric ovens to be able to cook food properly and offer meals worthy of good restaurants: numerous starters (caviar, salmon, foie gras), piece of meat cut in front of the passenger and of course cheese and dessert, the whole served with a selection of vintage wines. At the back of the cabin, these flights offered six berths - two berths for two at floor level and two berths for one above. Making the beds didn't take more than five minutes. Passengers could stay in their berths during daytime stopovers.

New improvements in the service appeared with the Boeing 707 in 1960 and the inflight service reached a new peak with the introduction of Boeing 747. These four-engined aircraft offered the passengers three other advantages: speed - 900 km/h, cruising altitude - more than 10,000 m above the monsoon clouds, and finally the range, superior to 10,000 km, allowing for shorter or non-stop flights, for example between Mumbai and Paris.

What a difference between the flights when I started - 5 days between Calcutta and Paris, with thirteen stops in comparison to a current flight operated with a Boeing 777, which links Mumbai to Paris non-stop in only 9hr 25 min, and in less than 9 hours in the opposite direction, with dominant winds!"

The Air France Foundation in India

Cécile Vic



Personal Experiences

Since it was first set up, the Air France Foundation has supported projects which benefit children and young people who are ill, disabled or in great distress, in France and in other parts of the world where Air France is present.

The projects which the Foundation supports cover two major fields: education and training.

Since 1992, the Foundation has backed close to 450 projects for the benefit of over 400,000 children who were ill, in distress or disabled.

A total budget of nearly 10 million euros has been devoted to this humanitarian action.

Three projects are being supported by the Air France Foundation in India through three French associations which have developed local branches.

The « Galopins de Calcutta » Association

The association “Les Galopins de Calcutta” is a humanitarian association dedicated to collecting funds to improve the living conditions of children from the streets of Kolkata.

Its activity mainly entails the logistical and financial support of two homes built by the association. They accommodate 24 children from the age of 5 to 17.

Children who live in these homes often don't have the chance to go to school. To begin with, they are taught in these homes, and then they go to a proper school.



« Volontariat » Association

The Foundation backs this association which provides living accommodation for young girls in great distress.

Since 1962, the “Volontariat” Association has been helping the poorest and most rejected of people to improve their living conditions, by giving their children the hope of a better life.

Since 2002, the Hila Illam project (House of the Moon) has consisted of a home which creates family life, where children can go to school in the neighbourhood and have a place to play. The older ones are given professional training. All the children live in small groups under the caring responsibility of host families. These “surrogate parents” are families where the women have been repudiated, former prostitutes or widows who have been cast out, all of them with children. They are trained in their new role of “surrogate parent” and through this, they re-integrate society. Some 50 children are accommodated in these families: street children, abandoned children and children from the gypsy community.

« Aide et Action » Association

This association specializes in the pre-schooling and schooling of children who were victims of the tsunami in India.

This association has been operating in India for over 24 years, where it has 25 projects under way for the benefit of some 100,000 children in 12 Indian states.

“Aide et Action” and its partners intervene in all areas involving education, but it has also set up projects concerning health (for example for AIDS), poverty and natural disasters.

As part of the post-Tsunami emergency plan, “Aide et Action” was particularly present in the province of Tamil Nadu. This is a region where the association has been working since 1988 in partnership with several local Indian NGOs concerned with education, health, community development, economic and social development as well as increasing the capacity of local players.

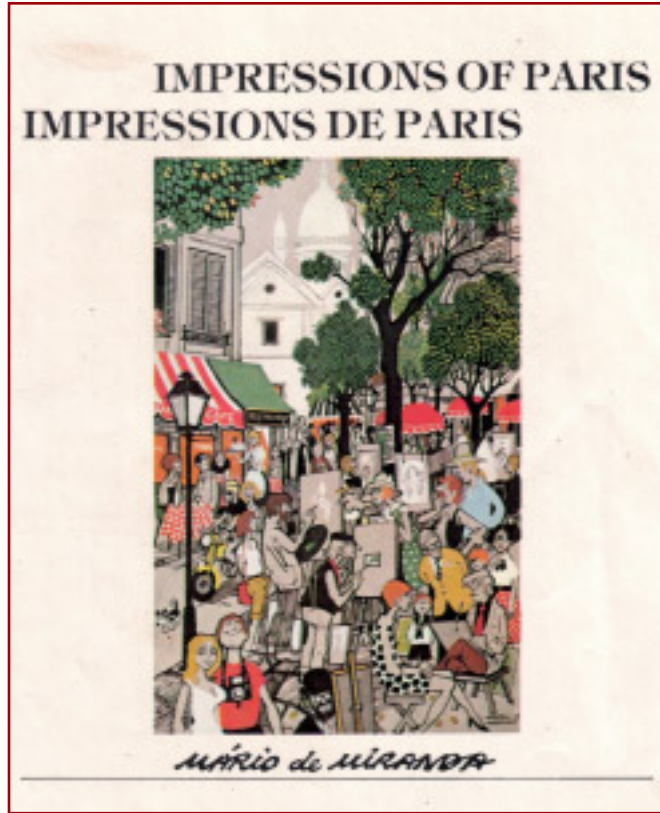
Cécile Vic
Déléguée Générale



Mario de Miranda Tales of two cities

In 1984, Air France Mumbai, in association with the Alliance Française, commissioned the remarkable and well-known Indian artist and cartoonist, Mario de Miranda, to create a book of sketches about Paris «Impressions of Paris». Yves Beigbeder, Director of the Alliance Française in Bombay (it was not yet «Mumbai»!) describes his feelings about Mario's work:

“I find it remarkable indeed that a cartoonist who is as well known and as celebrated as Mario is in his country, should manifest this desire for change, by trying out styles that are so different. What has impressed me is the talent, the ability, and above all the generosity which is revealed in his work. Mario's humour has never been cruel, in fact, his paintings project an extraordinary love for life, a fun loving congeniality which is sensitive at the same time, and often far too indulgent towards humanity. Like all truly happy creators, Mario looks at the world with an open mind and with a youthful spirit...”



Cover of the book "Impressions of Paris" by Mario de Miranda



Sunrise on the Seine...



The Sun also rises on the road to Siou and Sahar.



Lunch time at the "LAPEROUSE"...



Chutney and Sambar at the Star of the South high class hotel.

What we find most interesting in Mario's look, besides the quality of his drawings and the choice of his themes, is the comparison he made, between Paris and Mumbai. We are sure the reader will also enjoy the fruit of Mario's thoughts and artwork!



Baguettes and Burgundy wine in the Bois de BOULOGNE...



"Dhaba" time at Dhobi-Talao.



"PEEP SHOW" at the Place FUGALLE...



Culture and Kuchipudi at COOMARASWAMY Hall



Coffee Time at the Cafe de la Paix...



Bhel, Puri and Chatpati Chat at Chowpatti.



Lady Cops driving gentlemen drivers crazy...



A gentleman cop and crazy lady drivers.



Acknowledgements

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Our sincere thanks go to all of you.

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Pictures on page 42, courtesy of Mr Patrick Delapierre.*

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