



AIR INDIA LIMITED RETIRED EMPLOYEES ASSOCIATION

Dear Members

We quote below the email received from Ms Meenakshi Kashyap regarding the Resolution mechanism to the queries of retired employees on ELT Policy.

QTE:

Dear all,

We have been receiving multiple emails from retired employees raising issues being faced by them on SKYFAM Portal as also non receipt of welcome mail.

We have identified the most common issues being faced and would like to explain the right approach to raise these concerns as shown in the table below:

Issue being faced	Resolution Mechanism
Welcome Mail not received despite filling the form	<p data-bbox="794 138 1177 273">Please reach out to eltsupport@airindia.com</p> <p data-bbox="794 331 1168 846">For cases where the welcome mail has not been received in spite of filling the form multiple times, please allow 3 working days post filling the form. Please ensure all details are correct before submitting the form.</p> <p data-bbox="794 904 1174 1321">We have observed multiple instances where the email IDs are not complete or are wrongly spelt and hence, users are not able to receive emails. Ensure your email IDs are correct.</p>

Form not filled yet	<p>https://forms.office.com/r/NcSL5jphTX; link is open till 15th March 2024.</p> <p>Please ensure all details are correct before submitting the form.</p> <p>Please wait for 3 working days post submitting the form.</p>
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Account Locked	<p>Please reach out to eltsupport@airindia.com</p> <p>Once the employee has received the mail, then as per the Welcome mail the password has to be set. The link in the welcome mail is to be used for only one login- as mentioned in the mail.</p> <p>For all subsequent logins, the link mentioned in the email for subsequent logins is to be used.</p>
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For all other queries related to Changes to Retired Employee Data, name, Booking, Cancellation, Refund etc,	<p>Please raise a service request on the SKYFAM portal. Queries through mail / calls/ or any other mode of communication will not be entertained due to voluminous nature of queries.</p> <p>Path: Request->Service Request</p> <p>Please allow the support team at least 3 working days to resolve your issue.</p>
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In addition to above, retired employees may also refer to the Document Library Section on the SKYFAM portal for any information.

Regards,

Meenakshi Kashyap

Vice President (Employee Relations)

UNQUOTE

THE MANAGING COMMITTEE, AILREA – MUMBAI

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