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# NACIL

## CITIZENS' CHARTER

### PREAMBLE

*Air India* is India's finest flying Ambassador. The urge to excel and the enthusiasm today have set *Air India* to emerge as a world class international carrier following the merger of Air India (AI) the international carrier with Indian (IC), the country's leader in the region. The merger has commenced smoothly. The merged entity, **N A C I L (National Aviation Company of India Ltd. )** which currently has a fleet of 148 aircraft , offers passengers seamless travel across domestic and international routes. *N A C I L* also has one of the youngest fleets amongst the international airlines.

The re-branding exercise is underway and very shortly passengers will see the unified face of the new invigorated *Air India*. However, until such time that the Integration of the Reservation System is complete; the airlines continue to operate with their earlier designated airline codes. ie. **'IC'** for ***Indian operations*** and **'AI'** for ***Air India operations***.

Post merger, the network of Air India spans 59 domestic destinations across the length and breadth of India, and 36 international destinations in 26 countries. The airline now offers seamless connectivity from the hinterland to various international destinations via the gateway airports at the six Indian metros, apart from direct services from many interior points to international destinations.

### CODE-SHARING

Additionally, *AI and IC* have increased their market access through code-sharing arrangements with other international carriers. The code share services are now available for:

**Europe:** Paris-Lyons/Stuttgart/Istanbul/Amsterdam/Berlin; Frankfurt-Denver/Detroit/ Washington/Chicago; Düsseldorf; Geneva; Moscow; Vienna and Zurich;

**USA & Canada:** Kuala Lumpur-Los Angeles-Kuala Lumpur; Singapore-Los Angeles-Singapore; and Seoul-San Francisco-Seoul; Singapore-San Francisco-Singapore;

**Asia Pacific:** Bangkok, Bangalore/Hyderabad/Mumbai-Kuala Lumpur; Hyderabad-Singapore-Hyderabad; Kuala Lumpur-Melbourne; Bangkok-Shanghai; Mumbai- Taipei; Delhi – Dhaka; Kolkata – Dhaka; Kolkata – Chittagong; Delhi - Tashkent

**Gulf & Middle-East:** Dubai-Chennai-Dubai; Dubai-Kochi-Dubai; Kuwait-Thiruvananthapuram - Kuwait; Kuwait-Chennai-Kuwait; Kuwait-Kochi-Kuwait; Bangalore – Bahrain – Bangalore and India-Mauritius-India .

### **Schedules**

Details on our flights and flight timings may be obtained from:

Websites [www.indianairlines.in](http://www.indianairlines.in) (click here) and [www.airindia.in](http://www.airindia.in) (click here )

- Our timetables- which are available free of charge at all our offices on the network and, at the ticket counters at Airports on the network.
- Our authorised travel agents
- For *IC* from all India Toll Free at 1800-180-1407

### **RESERVATION PROCEDURES**

#### **For Flight Numbers with airline code ' IC'**

1. The *IC* Computerized Reservation System at Delhi is accessible to all major computerized reservation systems of the world.
2. This enables our valued passengers to make reservations on any *IC* flight all over the network from a single location in our booking office at any station.
3. Besides, we have nearly 2100 approved travel agents all over India who are authorized to make your bookings on our flights.
4. *IC* , through Major Global Distribution Systems in the Indian Market, has opened 'booking on Domestic Sectors' on its Network
5. You can also make reservations over the telephone directly at the *IC Call Centres* 24x7 all India Toll Free at 1800-180-1407 on a 'time limit' basis and purchase the tickets before the expiry of the indicated time limit.
6. While making a reservation you need to indicate all your contact numbers including your residence, business and mobile numbers where you can be contacted at all points of your itinerary. This will enable us to inform you in the event of any schedule change or delay to your flight.

7. Please indicate your meal preference at the time of making reservations.

## **E - TICKETING**

E-ticketing facility was introduced effective 15<sup>th</sup> November 2006 and currently about 75% of the ticketing on domestic sectors is e ticketing. Interline E ticketing arrangement is in place with international 17 airlines. E ticketing facility has also been introduced at most of the international destinations except Singapore, Kabul, Lahore, Kuala Lumpur and Nepal. E Tickets are also available if ticketing takes place in countries like UK, Australia, USA, Canada etc.

1. e – ticketed Passengers booked to travel on *IC* flights will have an electronic image of the ticket and will be issued a printout of an Itinerary Receipt (ITR) with details pertaining to the flight as well as payments.
2. All that is required whilst check – in is a print of the ITR and a photo Identification of the person who is traveling.
3. Driving License, Photo Identity Card, Passport or Photo Credit Card are some of the accepted documents for verification of identity before a passenger is issued a boarding card. On international sectors the requirement of travel documents would continue.

## **NET - TICKETING**

IC also has the facility for passengers to purchase their tickets through internet.

1. Net ticket facility enables a passenger to log on to [www.airindia.in](http://www.airindia.in) (**click here**) and book, buy and print a ticket; this ticket can be used for entry to the airport and check-in.
2. This facility is available only for bookings on domestic sectors in INR fares. Discounted fares are available to Foreigners & NRI passengers.
3. This facility has been extended to *IC* approved agents.
4. Payments for net tickets can be made through all Visa, Master card and Amex credit cards.

Payment for net ticket can also be made directly through **the Online Banking facility of State Bank of India (SBI), Punjab National Bank (PNB), Union Bank of India (UBI), Bank of India (BOI), HDFC and Kotak Mahindra.**

## **FARES**

1. IC domestic fares are quoted in Indian Rupees (INR).
2. IC offers Published fares on its domestic network. e.g. Sector Fares and Link Fares.
3. Fares on domestic sectors are available at different price levels under the 'Easy Fares'.
4. From time to time IC may offer attractive 'Short Term Promotional Fares'. However, there may be certain specific conditions attached to such offers.
5. Details of all concessions and the special fares are available Online / at all IC booking Offices and, Travel Agents.

## **CANCELLATION CHARGES**

1. IC does not levy any cancellation charge on Normal Fare ticket cancelled upto 01 hr prior to the scheduled time of departure.
2. 'No-Show' charges are applicable if a confirmed reservation is not cancelled at least one hour prior to departure. No refund except the Passenger Service Fee (PSF) and Fuel Surcharge is permissible on a 'No-Show' ticket.
3. IC **Special/Promotional fares** are normally governed by different cancellation and refund rules. The details can be obtained either online or through IC Offices / authorized Travel Agents.
4. Passengers can effect cancellation of tickets either on telephone or by telefax to the IC booking offices, and present the ticket physically at the IC office for cancellation within 24 hours.
5. A 'Refund Administration Fee' of Rs.100 is levied while effecting refund for unutilized/partially utilized tickets issued on Normal Published fares.
6. To ensure availability of seats to bonafide passengers during peak period, 'Rebooking' and 'Refund' charges may be applicable on a few specified routes.
7. Passengers are advised to keep their tickets in safe custody, as no refund is permissible against lost tickets. However, for international travel, duplicate tickets can be issued after completion of certain formalities.

## **VALIDITY OF TICKETS**

IC domestic tickets issued on normal fare are valid for one year from the date of issue. International tickets are valid for one year from the date of travel on the first leg of journey. Validity of tickets issued with 'Concession' or 'Special' fares may be different and will be governed by the rules applicable to that particular fare.

## **RECONFIRMATION PROCEDURES**

Passengers holding International tickets are advised to reconfirm their return or onward reservation, if they break their journey for more than 72 hours at any of the stations on their itinerary. Failure to reconfirm at least 72 hours prior to departure may result in cancellation of already confirmed space.

## **REFUNDS**

1. Tickets / MCO issued against cash payment by IC Offices in India can be refunded in any IC office within India.
2. Refunds against tickets issued by Travel Agents are processed through the Agency concerned.
3. No cash refund is permitted on tickets issued against credit to Commercial House / Government Offices on credit list. In such cases, the refund will be processed through Area Revenue Division and online.
4. For tickets issued against credit cards, credit slip is issued. Tickets purchased online on "Net ticket" through the credit card are refunded online.
5. No refund is permissible on Time Barred Tickets (A ticket more than two years from the date of issue is Time Barred ticket). However, Regional General Manager(Comml) are authorized to allow refund on time barred tickets.

## **For Flight Numbers with airline code 'AI'**

To make a reservation you may call the AI call centres 24x7 on the following numbers:

Within India	1800 22 77 22	The Common Toll Free Number to access AI Reservations for MTNL/BSNL Land Lines
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The Call Centre Location Access Number for Passengers using Mobile and Private Landline Phone Services:

Regions from where the Call Centre is accessible

Mumbai	022 2548 9999	Western India
Delhi	012 4234 8888	Northern and Eastern India
Bangalore	080 2554 8888	Southern India

International Services

UK	0208 560 9996
USA	1800 223 7776, 1888 359 2412 (Toll Free Number)
CANADA	1800 625 6424 (Toll Free Number)

### **ONLINE BOOKING**

A quick, easy and convenient way to book AI tickets is **online** through the AI website [www.airindia.in](http://www.airindia.in). (**click here**)

A passenger can make a booking for a sector of his choice

- for up to 5 adults, 4 children and 2 infants.
- for flights from 4 hours until 360 days prior to departure of the flight.

Payments are to be made online using a credit card (Master card/Visa). Processing of the credit card is done through a secure Payment Gateway Provider (PGP).

Once the credit card has been validated and the card debited, the passenger gets a confirmation of his booking. Depending on the sector booked, an e - ticket will be generated or a paper ticket will be issued and couriered to the delivery address given.

While making your reservation it is necessary to provide all your contact telephone numbers (Residence, Business and mobile /cell phone numbers at origin and at all points of your itinerary. Seat selection for International journeys can be done at the time of making the online booking or later by accessing 'Seat preference' through 'Special requirements' on the AI website.

### **TRAVEL DOCUMENTS**

- Ensure that your travel documents ie. Passports and the required visas are in order.
- The carrier will not accept responsibility for the consequences in case of any irregularity.

- As you may be required to show your passport or travel documents during your journey, please ensure they are easily accessible at all times.

## **RECONFIRMATION**

Economy class passengers, traveling on the S.E. Asia (except Australia and New Zealand), Gulf and Africa routes, should check and reconfirm their return or onward reservations if the break in journey is more than 72 hours.

No reconfirmation is required on the following routes:

India/USA/India

India/Canada/India

India/Europe/India

India/Far East Asia/India

## **VALIDITY**

Normal fare tickets are valid for a year from the date of commencement of the journey. Validity for special fare tickets depends on the type of fare used as indicated on the ticket.

## **'CHANGE OF BOOKING' FEE**

Any change in reservations may incur an additional fee depending on fare type and area of sale.

## **E-TICKETING**

AI has introduced the facility of e-ticketing (Electronic Ticketing) for travel on large part of its network. A total of 34 online AI stations are e-ticket eligible board-points:

**India:** Mumbai, Delhi, Bangalore, Hyderabad, Amritsar, Chennai, Kolkata, Ahmedabad, Thiruvananthapuram, Kochi, and Kozhikode.

**UK:** London

**Europe:** Paris, Frankfurt

**Asia Pacific:** Bangkok, Hong Kong, Jakarta, Kuala Lumpur, Osaka, Shanghai and Tokyo.

**Gulf & Middle East:** Abu Dhabi, Dammam, Dubai, Jeddah, Kuwait and Riyadh.

**USA & Canada:** Chicago, Los Angeles, New Jersey, New York and Toronto.  
**Africa:** Dar-es-Salaam and Nairobi.

The entire network will become e-ticketing eligible shortly.

A/ has implemented Interline e-ticketing (IET) agreements with 46 interline carriers. Interline E-Ticketing enables a passenger to use a single e-Ticket when their itineraries include flights on one or more airlines. Testing is underway with other partners to widen the scope of IET agreements.

E-tickets for travel on A/ flights can also be issued by travel agents in different markets across the globe.

A form of identification is mandatory in e-ticketing, to enable the airline staff to identify the passenger through the processes of reservations, e-ticketing and check-in.

The following are the approved/acceptable forms of identification (FOID)

**International travel:** Passport, Photo Credit Card.

**Domestic travel:** Passport, Photo Credit Card, Photo Pan Card, Election Card, Photo Driving License. Central/State Government Issued Photo Identification Card.

Only the **type** of FOID, which will be carried by the passenger to the airport, needs to be mentioned at the time of booking.

When an e-ticket is issued, the passenger is given an itinerary receipt together with the conditions of contract and other important notices.

## ***CHECK-IN PROCEDURES***

### **For Flight Numbers with airline code ' IC'**

1. Passengers are required to report at the check-in counters 60 minutes prior to departure for domestic flights except at certain hyper-sensitive airports like Jammu, Leh and Srinagar where the reporting time is 120 minutes before departure.
2. On international flights, passengers need to report 150 minutes before departure to enable completion of certain pre-embarkation government formalities like customs and immigration.

3. Check-in counters for domestic flights close 30 minutes prior to departure for Economy class passengers and 20 minutes prior to departure for Executive class passengers.

For international flights, check-in counters close 45 minutes before departure.

4. During high security alert notified by Bureau of Civil Aviation Security/Director General of Civil Aviation, the counter closing time is increased to 30 minutes prior to departure for all passengers including tele-checked-in and executive class passengers.
5. At stations, except Agatti, *IC* offers computerized check-in facilities. In addition, the following facilities are also available:

### **TELE CHECK-IN**

Executive Class passengers and members of our 'Flying Returns' are offered a Tele - check-in facility at six major metros and other major stations; provided they have confirmed reservation and travel without checked-in baggage. This facility is available round- the- clock at our Call Centre at 1800-180-1407.

### **CITY CHECK-IN**

Passengers can also check-in at the *IC* main booking offices at Delhi, Mumbai, Chennai and Kolkata. This facility is available up to two hours before the departure time to passengers traveling without checked-in baggage. Passengers can check-in for the flight on the same date or the next calendar date.

### **RETURN CHECK-IN**

Passengers returning the same day or on the next day, can obtain their boarding pass for their return journey at the time of check-in at the station of origin, provided they are traveling without any checked-in baggage.

### **THROUGH CHECK-IN**

Passengers can also check-in and obtain a boarding pass for their connecting flight operating on the same day or the next day provided the onward reservation is confirmed and the connecting time between the terminating flight and the connecting flight is not less than 45 minutes.

## For Flight Numbers with airline code 'AI'

### **CHECK-IN/REPORTING TIME**

1. In order to complete the pre-departure formalities of security, immigration and customs clearances, passengers are requested to report at the check-in counters at least two hours prior to departure.
2. Check-in counters close 45 minutes prior to the departure of the flight ("time limit has to be checked at each station of departure").
3. A 'Computerised check-in' facility is available at all airports. (excluding Lucknow , for which this facility will be available shortly )
4. The check-in counter staff will require the following:
  - a. your ticket
  - b. your passport containing a valid visa
  - c. the Airport Tax (usually collected at the time of ticketing )
  - d. Any other documents or information required in connection with your travel.
  - e. For domestic travel on *AI*, a photo identity card must be presented along with the ticket at the time of check-in.
5. All baggage which is to be checked-in has to necessarily be X-rayed and sealed by security personnel.
6. Due to security reasons, once a passenger has checked-in, he/she is not allowed to leave the Airport terminal building.

### **TELE-CHECK-IN & SPECIAL COUNTERS**

1. 'First' and 'Executive' Class passengers on *AI* can avail of the Tele Check-in facility at Mumbai and Delhi at the following numbers .  
  
At Mumbai:     022 2831 8084 / 2682 9549  
At Delhi:        022 2565 3630
2. Boarding cards have to be collected from the specially designated counter at least 45 minutes prior to the flight departure.
3. To help facilitate their check-in, special counters are allocated for aged passengers, mothers with children and infants.

## **CITY CHECK –IN**

For passengers traveling to Europe, UK, USA and Canada, City check-in is available at the Air India Building, Ground Floor, Nariman Point, Mumbai, from 11.00 a.m. to 6.00 pm.

## **Seamless Transfer-‘Through Check-in’ between IC-AI**

The ‘Through Check in’ facility – Seamless transfer has been made available between the *IC* and *AI* systems effective Aug 01, 2007.

This allows passengers originating their journey from any point on the *IC* network in India and traveling to any point on the *AI* network through International gateway airports in India to ‘through check-in’ :

- a Passengers will be ‘through checked - in’ by *IC* to their destination on the *AI* network.
- b Boarding passes will be issued on the *AI* flight and baggage will be tagged up to the final destination.
- c Passengers will be required to complete their Customs and Immigration checks at the gateway points.

## **ON THE RETURN,**

Passengers checking at *AI* DCS stations on the *AI* network will be ‘through checked- in’

- a Passengers will be issued boarding passes on the *IC* sector of their travel
- b Baggage will be interlined up to the final destination.
- c All Government Formalities i.e. Customs and Immigration checks must be completed at the gateway points by the passengers.

**‘Through checked- in’ passengers will be provided transport between the international and domestic terminals (where applicable).**

## **PASSENGER SERVICES**

### **For Flight Numbers with airline code ‘ IC’**

All major airports have well designated Passenger Services Counters to handle passengers’ queries and provide special assistance required by them.

At all airports Duty Managers are stationed at a designated location to sort out any problem faced by the passengers.

## **Lounges**

Dedicated lounges for passenger convenience are available at all metros viz. Delhi, Mumbai, Chennai, Kolkata, Hyderabad and Bangalore for Business Class passengers. At international locations,

## **Persons with Disability and / or Reduced Mobility**

At the Airport, our staff will provide assistance to passengers with Disability and / or Reduced Mobility.

### **Wheel chairs requests:**

Requests for wheelchair assistance may be made in advance while making reservations. Assistance can also be provided if informed during check-in. However, this may lead to delay in providing effective service.

You may also use your own wheel chair and we can usually arrange to carry your wheel chair / mobility aid on the flight .

If you have a battery powered wheel chair, you need to take certain safeguards before the same can be accepted for carriage. Please ask for details in advance.

### **Seating:**

Subject to availability, we shall endeavour to provide suitable seat on board for your comfort at the time of receiving such requests. For convenience, persons requiring special assistance and their escorts are usually boarded before the normal boarding takes place.

### **Escorts:**

Generally escorts may not be needed for passengers who declare independence in feeding, communication with reasonable accommodation, toileting and personal needs. However, escort will be required for persons travelling in a stretcher or incubator or as decided by the physician.

### **Medical clearance :**

Medical clearance is not required for persons who only require special assistance at the Airport for embarking / disembarking. However, medical clearance is required in the following cases when a passenger:-

- a) suffers from any disease, which is believed to be actively contagious and communicable;
- b) who, because of certain disease, or incapacitation may have or develop an adverse physical condition which could have an adverse effect during flight and on safety and emergency evacuation procedures;
- c) would require medical attention and / or special equipment to maintain their health during the flights;
- d) there exists a possibility of medical condition aggravated during or because of the flight;

Note: Persons with specific disabilities should plan to have the required information ready in advance, to avoid flight delays. Medical Information Sheet ( MEDIF ) can be downloaded from our Website [www.airindia.in](http://www.airindia.in) >IC coded flights >downloads. MEDIF is required to be filled in and signed by the attending physician detailing the medical condition of the passenger and also by the passenger or on his/her behalf.

### **Passenger on Stretcher:**

Carriage of stretcher patients / medical equipment is by advance arrangement. Due to technical limitations, stretcher passengers can be carried on select aircraft only. The applicable fare is six times the Normal Fare component plus one time Surcharge / taxes as applicable. Escort passengers will be carried at applicable fare/taxes/surcharges separately. For further information please contact our reservation offices.

### **IC CENTRALIZED CALL CENTRE**

1. ***A Centralized Call Centre facility on an 'All India' basis is available round the clock by dialing helpline no. 1407 or Toll Free no. 1800-180-1407 through BSNL/MTNL landlines.***
2. ***Passengers can also gain access through a dedicated e-mail id viz: [contact@indian-airlines.info](mailto:contact@indian-airlines.info)***

3. ***The IC Call Center provides arrival/departure information, seat availability status, fares, schedule, reservations, information on schemes & packages, tele check-in, & other assistance.***
4. **Dial-A-Ticket**, a value added service, is also made available through the IC Call Centre. Using this facility, a passenger can call any time from any part of India, and make a reservation on real time basis. Payment for the same will be effected through credit card and the passenger will receive an 'Itinerary Receipt' (ITR)- which is the equivalent of a ticket.
5. ***The ITR will be delivered through E-mail/Fax within India at passenger-designated number, Fax at airport counters at 6 metro airports or through a Courier service at the passengers' address.***
6. The IC Call Centre has 'outbound sections' located at six metros viz: Delhi/Mumbai/Chennai/Kolkata/Hyderabad/Bangalore giving information on delayed/combined/disrupted flights. Information regarding delays on an all-India basis is also disseminated to passengers of affected flights by the Call Centre at Delhi via SMS facility on cell phones.

It is therefore imperative for passengers whilst making a reservation, to insist on recording their cellular phone number in their reservation PNR.

#### **UNACCOMPANIED MINORS (UNM)**

The Following categories are accepted as Unaccompanied Minors:

1. Persons under the age of 12 years.
2. Young Person: On a request from Parents / Guardian, Young Persons (12 years to 16 years) are accepted as unaccompanied Minors. If there is no specific request from Parents / Guardian, such passengers are considered as Normal Adult Passengers; however, depending upon the need they will be facilitated by the Commercial Staff / Cabin Crew.
3. Infant: Will not be accepted for travel unescorted. If such a request comes from Parents/ Guardian, the infant will necessarily be escorted by an additional Cabin Crew for which One Way fare will be paid by Parent / Guardian.
4. Child: There is no restriction on the lower age limit of unaccompanied Minor Child (2 years to 12 years) for acceptance un-escorted.

#### **PROCEDURE:**

1. At the time the reservation is made for the UNM, the parent or guardian is required to provide the names, addresses and telephone numbers of

- persons responsible for handing over the UNM to the airline staff at the airport of Departure as well as
- persons responsible for meeting the minor at the final destination.

**This information will be documented in the unaccompanied minor's reservation.**

2. The unaccompanied minor must be accompanied to the airport and handed over to the *IC* Customer Service Staff.
3. The Parent will update details in a Form required for unaccompanied minor's travel. The Parent or a responsible adult who has accompanied the UNM to the airport, will have to remain at the airport until the flight departs.
4. A copy of the above mentioned form will be retained at the airport and the remaining copies will be placed in the ticket jacket.
5. The Unaccompanied Minor will be escorted onboard the aircraft by an *IC* staff and introduced to the Flight Attendant before being escorted to their seat.
6. Upon arrival at the destination, the UNM will be escorted off the aircraft by the *IC* Customer Service Staff at destination; who in turn will hand over the UNM to the person named on the UNM form.

For Flight Numbers with airline code 'AI'

**Lounge Facilities**

*AI* offers exclusive Lounge facilities for First and Executive class passengers at most international airports. Here, passengers can relax and have refreshments as they await their departure. These Lounges also have libraries that are stocked with newspapers & magazines, Television & video for entertainment, telephone, facsimile, Internet facility and shower facilities. *AI* has its own Lounges at Mumbai, Delhi, London and New York.

- a) The *AI* lounge for transit passengers at Mumbai Airport is equipped with shower facilities, specially designed slumberettes, Wi-Fi, a gymnasium and a business centre. First and Executive Class passengers can surf the net or send e-mail in the comfort of our business centre located in the Maharajah Lounge while waiting for their flight to depart.
- b) *AI* has its own exclusive lounges at Delhi, London, Hong Kong and New York in addition to the one in Mumbai.

- c) At other international airports, A/ has tie-ups with other international airlines or the respective local Airports Authorities for lounge facility.
- d) There is a special lounge for 'unaccompanied minors' at Mumbai Airport.

### **Passengers Needing Special Attention**

At station of Origin, Transit stations and at destination:

1. Wheel Chairs are provided to passengers with prior confirmation.
2. All assistance is provided to :

#### **a) Expectant Mothers**

An expectant mother may be accepted for travel up to and including the 32<sup>nd</sup> week of pregnancy. At the time of making a booking if the pregnancy is beyond 32 weeks up to and including 35 weeks, a medical certificate from the attending doctor must be obtained stating 'fit to travel'.

#### **b) Aged Passengers**

All assistance is provided at airports to aged passengers. Requests for wheelchair assistance up to the aircraft must be made at the time of making your booking.

#### **c) Wheelchair Passengers**

Wheelchair passengers are of two categories:

- I. Non- ambulatory passengers i.e. passengers totally dependant on wheelchairs.
- II. Ambulatory passengers i.e. passengers who can walk with assistance.
  - Non ambulatory passengers who are completely immobile **must** be cleared by the A/ Medical Services Department and they should be accompanied by an escort.
  - Passenger requiring wheelchair assistance must make their request at the time of booking their flights and obtain a confirmation prior to their departure.

#### **d) Unaccompanied Minors**

Children up to the age of 12 years are considered as unaccompanied minors. Children below the age of 5 years must be accompanied by an additional hostess. The unaccompanied minor 'Request for Carriage' form and the Form of Declaration by the Parent or Legal guardian must be filled up at the time of making the booking to enable A/ staff assist the child on departure, at transit stations and at destination.

## **BAGGAGE**

### **For Flight Numbers with airline code ' IC'**

1. Free baggage allowance on domestic flights is limited to 40 kg. for Executive Class and 30 kg. for Economy Class. Infants are allowed 10 kg. free baggage allowance. Free baggage allowance on flights operated with ATR is 15 kg. and Dornier Aircraft is 10 kg. only for adult / child passengers.
2. On all IC international flights, the Free Baggage Allowance, as per the standard industry practice, is 30 kg. for Business Class and 20 kg. for Economy Class. Infants do not qualify for any baggage allowance.
3. For passengers originating, terminating or having an agreed stop over in USA or Canada are allowed free baggage under the piece concept. Under this concept two pieces of baggage are allowed, provided the largest linear dimension of the pieces together does not exceed 106 inches and that of the individual piece 62 inches. The weight of a single piece of luggage should not be more than 23 kg.

#### *Cabin Baggage*

Only one piece of cabin baggage of specified dimensions is permitted in the cabin for the safety of the aircraft and the passenger as well as the convenience of the fellow passengers. The sum of the three dimensions i.e. length, width and height should not exceed 45 inches (115 cm). In addition, the following items are permitted free of charge, subject to Security Regulations:

1. An overcoat, wrap or blanket, an umbrella or a walking stick, a lady's handbag, lady's pocketbook or lady's purse, a reasonable amount of reading matter for the flight, a small camera and/or a pair of binoculars, Infant's food for consumption in flight and infant's carrying basket.
2. A fully collapsible disabled's wheelchair and/or a pair of crutches and/or braces or other prosthetic device for the passenger's use provided that the passenger is dependent upon them.
3. Any piece of baggage, which is not permitted in the cabin due to size and/or security, will be taken charge of at the security gate/boarding point and would be loaded in the baggage compartment.
4. No Liquid items/gel/paste or items of similar consistency (except medicine/inhaler accompanied by a prescription and baby food) will be

allowed in the hand baggage or on the person of a passenger boarding the aircraft.

### **Mobile Phone:**

**Use of Mobile Phones is prohibited on board. Mobile Phones should not be used after all aircraft doors are closed.**

### **Security Removed Articles:**

The following items are termed as 'Security Removed' Items.

1. Swiss Knife / Pen Knife
2. ***Betel Nut Cutter / Nail Cutter***
3. Pliers / Screw Drivers / Scissors
4. Weapons , Any other Sharp metallic object

The above mentioned items if carried as 'hand – baggage' will be retrieved by Security Personnel at Security checkpoint. *IC* will not undertake any liability for Security Removed Articles. Passengers are advised to carry the above items in their registered baggage.

### **Check-In Baggage:**

1. **Items of value like currency, precious metals, jewellery, negotiable instruments and personal identification documents etc. are best carried in cabin baggage or on person and not in checked baggage.**
2. Passengers are advised to ensure the baggage is locked and can sustain normal handling. *IC* will not take any responsibility for minor cuts, scratches & dents etc.
3. 'Passenger Name stickers' should be affixed inside & outside the baggage for easy identification of baggage.

### **BAGGAGE:**

**All effort is taken to ensure transportation of the baggage along with the passenger. However, there may be stray cases of non-receipt of baggage or occasional damage during transportation.**

Delivery of Baggage

- 1. We strive to deliver the checked – in baggage to our customers in the baggage claim area in a timely and efficient manner.**
2. After the first baggage is placed on the conveyor belt in the Arrival Hall, every effort is made to ensure that all baggage is delivered to the passenger within 20 minutes.

Mishandled / Lost Baggage:

- 1. If the baggage is not received by the passenger on the flight he/she travelled, the passenger should contact our Baggage Cell Unit for assistance and issuance of a Property Irregularity Report (PIR) .**
- 2. A tracer message will then be sent to the origin and en-route stations for locating the baggage.**
- 3. On locating the baggage, the passenger is duly informed and all possible necessary action is taken to try and deliver the baggage to the passenger within 48 hours.**

Liability:

**Whenever any Checked – in baggage has been reported ‘missing’ and remains untraced, IC is liable to pay compensation at the rate of Rs. 450/- per kg. on domestic flights and USD 20/- per kg. for international flights.**

Damaged Baggage:

- 1. Baggage received in a damaged condition should be reported to our Baggage Cell unit for obtaining Damaged Baggage Report (DBR).**
- 2. In case the damage is extensive, efforts will be made to replace the damaged baggage with a new baggage of matching/similar make/brand/size. In case of minor damage, the airlines will either arrange to repair the baggage or reimburse the repair charges to the passenger.**

***Security Regulations***

**Your security is our prime concern and to achieve this objective, the security procedures listed below are followed:**

1. Your ticket is checked at the time of entering the terminal building.
2. At major airports, the checked-in baggage is screened through X-ray machines and a 'Security Checked' sticker is affixed before entering the check-in area.
3. Passengers have to undergo a 'security check' by means of 'Door Frame Metal Detectors', Hand Held Metal Detectors and/or through 'personal frisking'.
4. A 'secondary' security check may also be carried out near the step ladder/boarding gate before embarkation during high security alert notified by the security agencies.
5. Random physical checks are also carried out for checked-in baggage/cabin baggage, in addition to X-ray screening.
6. Passengers in transit have to remain on-board during the ground halt of the aircraft at the station of transit.
7. Carriage of firearms and ammunition is governed under Aircraft Act and Rules and passengers carrying these are required to declare the same. Concealment is an offence under Aircraft Act and Rules.
8. Battery/dry cells carried in the cabin baggage or in any electrical or electronic device are liable to be removed at the time of pre-embarkation security check.
9. Carriage of knives, scissors, sharp – edged implements, toy replicas are prohibited in the passenger cabin and should be carried in the checked-in baggage.

**DANGEROUS GOODS**

According to the Dangerous Goods Regulations (DGR), the following articles are not allowed to be carried in your baggage:

- 1 Explosives, ammunition and fireworks
- 2 Compressed gases
- 3 Flammable solids and liquids
- 4 Oxidizing substances, organic peroxides
- 5 Toxic, poisonous and infectious substances

- 6 Radioactive material
- 7 Corrosives
- 8 Other miscellaneous articles such as mercury, magnetized material, offensive or irritating material, briefcase / attaché case with installed alarm device or incorporative lithium batteries and/or pyrotechnique material.

## For Flight Numbers with airline code 'AI'

### **Baggage Allowance**

#### **Free Checked Baggage Allowance (USA and Canada) - Piece System**

##### **1. For First/Executive Class Passengers**

Two pieces of baggage where the total linear dimensions of each bag should not exceed 158 cm (62 inches) and the weight of each bag should not exceed 32 kg. **for travel on AI.**

**Please note that certain other Carriers restrict weight to 23 Kg., per piece for travel within the USA.**

**It is therefore advisable to check with your airline, in advance, for Baggage weight restrictions.**

##### **2. For Economy Class Passengers**

Two pieces of baggage with total dimensions i.e. length + height + width of both pieces should not exceed 273 cm (107 inches) and any one piece should not exceed 158 cm (62 inches). The weight of each bag must not exceed 23 kg.

##### **3. Infants,**

Infants, not entitled to a seat, are allowed one piece checked baggage with a total linear dimension not exceeding 115 cm (45 inches) plus one infant's carrying basket or car seat which may be carried in the passenger cabin, subject to availability of space. The weight of each bag must not exceed 23 Kg. on AI flights.

#### **Rest of the world - Weight System**

1. First Class 40 kg (88 lbs)
2. Executive Class 30 kg (66 lbs)
3. Economy Class 20 kg (44 lbs) Infants not entitled to a seat are allowed one checked baggage or carry-on fully collapsible stroller or push chair, or an infant's carrying basket that may be carried in the passenger cabin, subject to availability of space.

## **Domestic Baggage Allowance**

1. First/Executive: 40 kg.
2. Economy: 30 kg.

This is applicable only on pure domestic sectors and not when there is an international sector involved.

## **Excess Baggage Charges**

The excess baggage charges under the Piece System are based as follows:

### **a) Trans Atlantic**

- USA/ Europe - To/ From New York/ Boston/ Washington/ Philadelphia to Great Britain/ France/ Germany - USD 90.00 per piece.
- ii) To from rest of USA to Great Britain/ France/ Germany – USD 110.00 per piece.
- iii) USA/ India - To/ from New York/ Baltimore/ Boston/ Philadelphia/ Washington - USD 123.00 per piece.
- iv) To/ from other cities in US - USD 133.00 per piece.

### **b) Trans-Pacific**

- USA/ India - To/ from Alaska/ Hawaii - USD 109.00 per piece.
- To/ from Los Angeles/ Portland/ San Francisco/ South East Asia - USD 121.00 per piece.
- To/ from other US Cities – USD129.00 per piece.

### **c) Canada/India – Trans-Atlantic**

- To/ from Manitoba/ Saskatchewan - CAD185.00 per piece.
- To/ from Alberta/ British Columbia /Northwest Territory and Yukon - CAD 196.00 per piece
- To/from points other than listed above – CAD173.00 per piece

## **The Excess baggage charges under the weight system are:**

The rate per kilogram is calculated at 1.5 % of the published sector fare. Kindly contact the AI Call centres for information.

## **Excess Baggage - Special Rates**

### **• Golfing Equipment**

Kits containing only 1 Golf bag and a pair of shoes will be charged equal to 6 Kilos of excess baggage per kit. Only 1 such kit may be pooled in the Free Baggage Allowance of the class of service used. If not included in the Free Baggage Allowance, such charges will be applicable. Any weight of such a golf kit in excess of 15 Kilos will be charged normal excess baggage charge per kilo.

- **Snow/Water Skiing Equipment**

The skiing equipment kit may contain 1 pair of skis and one pair of boots or 1 snowboard, 1 pair of boots and 1 pair of standard water skis. Charges shall be at the applicable rate for 3 Kilos of excess baggage. Such a skiing kit may be pooled in the Free Baggage Allowance but if in excess of the Free Baggage allowance, it will be charged as above. Only 1 such kit may be allowed to be pooled in the free allowance. Any excess due to an additional ski kit will be charged normal excess baggage rate.

- **Angling Kit**

The Angling Kit shall be treated to be equal to 4 Kilos of excess baggage. Such a kit may be pooled with the Free Baggage Allowance and if in excess of baggage allowance due to this inclusion, shall be charged as above. Any weight of the angling kit in excess of 15 Kilos will be charged at the normal excess baggage rate.

### **Excess Baggage - Sporting Equipment for USA/Canada**

- **Golfing Kit/Surf Boarding equipment**

The kit will be charged 50% of the excess baggage charge. Such a kit can be pooled in the Free Baggage Allowance but only 1 per passenger. Excess weight due to additional kit shall be charged as an extra piece.

- **Snow/Water Skiing equipment**

The kit containing 1 pair of skis and/or 1 pair of boots or 1 snowboard and 1 pair of boots or 1 pair of standard water skis, if in excess will be charged 33% of the applicable excess baggage charge.

- **Musical Instruments**

Musical instruments will be permitted as part of checked-in baggage only. Musical instruments may be pooled in the Free Baggage Allowance but if in excess of the Free Baggage allowance, a charge will be levied as per the applicable excess baggage charges.

No musical instrument will be permitted to be carried as Cabin baggage.

### **'Other' baggage information**

The following items will be considered as part of your checked - in baggage allowance and must not exceed 62 inches or 158 centimeters - sleeping bag or bedroll/rucksack/knapsack/back-pack/fishing kit/sporting arms/snow-skis/water skis/golfing kit/fishing kit/wheelchair or assistive devices that the passenger is dependant upon.

**The maximum weight permissible for a single piece of baggage is 32 kg. This rule is applicable on the entire AI network.**

- Child fares are entitled to the same baggage allowance as adults.
- Incapacitated passengers may carry one wheelchair or other assistive devices.

For oversized baggage with total dimensions exceeding 204 cm (80 inches), advance arrangements need to be made with AI. Should the weight of any one piece exceed the permissible weight or dimensions exceed those prescribed, an additional charge may be levied.

### **Cabin Baggage (Unchecked)**

- 'Unchecked' baggage is any baggage of the passenger other than checked-in baggage carried by the passenger in his custody in the cabin.
- Unchecked baggage carried on AI is restricted to 1 single piece, with dimensions not exceeding 55 cm.(22") x 40 cm.(16") x 20 cm (8") and weight of 08 kg., only, for all class of travel.
- All cabin baggage must be presented at the check-in counter or transfer desk for transfer passenger.
- Carriage of special items such as sitars, tanpuras and fragile items are normally not permitted as these items can inconvenience other passengers and be a possible hazard in turbulent weather conditions.
- Incapacitated passengers are allowed one fully collapsible wheelchair and/or crutches, canes and braces over and above the free baggage allowance, provided the passenger is dependent on them.

### **Unaccompanied Baggage**

Baggage shipped as cargo shall consist of only personal wearing apparel and personal articles of the passenger, subject to the following conditions :

- Shipment rates are applicable only for the same points (airports only) for which the passenger holds a ticket.
- The passenger must declare the baggage contents, and complete all documents required for dispatch and customs.
- The baggage shall be cleared through customs by the passenger personally or by his agent.
- It is at the discretion of the airline to decide on which flight the baggage will be carried.
- It is mandatory to stick self-adhesive AI labels both on the inside and outside of each piece of baggage. Labels are available at booking offices and check-in counters.

### **Baggage Tips**

Improper carriage of baggage can put one through a lot of inconvenience. Passengers are therefore advised to ensure their baggage is properly packed and tagged. The following tips will be handy.

- Make sure you know your free checked baggage allowance
- Any items over your allowance will be charged as excess baggage.
- Label your bags correctly with your name and address and remove tags and labels left over from previous flights.
- Make sure you know your hand baggage allowance and the latest restrictions on carriage of certain items in your hand baggage.
- Make sure you carry medication, important documents, valuable items and cash in your hand baggage only.
- Do not carry packages with unidentified contents on behalf of other people.
- In some instances you may be required to identify or claim your baggage, for security or local customs reasons, at the connecting point. Please ascertain in advance if this is required.

### **Restricted Articles for Carriage**

Certain items are treated as restricted items on board flights operating from civil airports in India and on Indian registered Aircrafts from foreign Airports.

In view of increased security measures at airports worldwide and in compliance with regulations received from the Government of India, New Delhi, the following items will be confiscated and not returned to passengers if found in hand baggage by the security staff at the boarding gate.

### **Items which cannot be carried in hand baggage: (Dangerous Goods – I)**

- **Personal Items**

Lighters, Scissors-metal with pointed tips, Realistic replica of toy weapon.

- **Sharp Objects**

Box Cutters, Ice Axes/Ice Picks, Knives (any length and type except round-bladed, butter, and plastic cutlery), Meat Cleavers, Razor-type blades such as box cutters, utility knives, razor blades not in a cartridge, but excluding safety razors, Sabres, Sword.

- **Sporting Goods**

Baseball Bats, Bows and Arrows, Cricket Bats, Golf Clubs, Hockey Sticks, Lacrosse Sticks, Pool Cues, Ski Poles, Spear Guns.

- **Guns and Firearms**

Ammunition, BB guns, Compressed Air Guns, Firearms, Parts of Guns and Firearms, Pellet Guns, Realistic Replicas of Firearms, Starter pistols.

- **Tools**

Axes and hatchets, Cattle Prods, Crowbars, Hammers, Drills (including cordless portables power drills), Saws (including cordless portable power saws), Screwdrivers (except those in eyeglass repair kits), Tools (including but not limited to wrenches and pliers), Wrenches and Pliers.

- **Martial Arts/Self Defense Items**

Billy Clubs, Black Jacks, Brass Knuckles, Kubatons, Mace/Pepper Spray, Martial Arts Weapons, Night Sticks, Nunchakus, Martial Arts/Self Defense Items, Stun Guns/Shocking Devices, Throwing Stars.

**Items which cannot be carried even as checked in baggage:  
(Dangerous Goods II)**

- **Lighters and Strike anywhere Matches ,**

- **Guns and Firearms**

Flare Guns, Gun Lighters and Gun Powder.

- **Explosive Materials.**

Blasting caps, Dynamite, Fireworks, Flares (in any form), Hand Grenades, Plastic Explosives, Realistic Replicas of Explosives.

- **Flammable Items.**

Aerosol (Any except for personal care or toiletries in limited quantities), Fuels (including cooking fuels and any flammable liquid fuel), Gasoline, Gas Torches, Lighter Fluid, Turpentine and paint Thinner, Realistic Replicas of Incendiaries.

- **Disabling Chemicals and other Dangerous Items.**

Chlorine for Pools and Spas, Compressed Gas Cylinders (including fire extinguishers), Liquid Bleach, Spillable Batteries (except those in wheelchairs), Spray Paint, Tear Gas.

### **Loss of Baggage & Compensation**

In the event of damage/loss of baggage, claims will be settled as per the applicable convention. As per the WARSAW CONVENTION, the compensation is computed at the rate of USD20/- per kg. As per the MONTREAL CONVENTION the compensation is computed to a maximum of (Special Drawing Rights) SDR1000/- per passenger for loss/damage/delay of baggage.

However, a passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

Liability for loss of or damage to baggage on domestic sectors of AI, is governed by 'Carriage By Air Act 1972' and limited as follows :

- a) to a sum of Rs.450/- per Kg., of baggage checked-in by the passenger.
- b) to a sum of Rs.4,000/- in respect of objects of which the passenger takes charge himself.

The Warsaw Convention or the Montreal Convention will be applicable if the domestic travel is in conjunction with an International sector.

## **Delayed Delivery of Baggage**

If the delivery of baggage is delayed beyond 24 hours when a passenger is on a visit to a foreign country and has no access to his/her own wardrobe, then an interim expense of GBP 50.00 or equivalent in local currency is reimbursed. In India, the amount is INR 3,000.00. For purely domestic travel, the airline is not liable to pay Interim Expenses for delayed delivery of baggage.

## **Damaged Baggage**

For passengers traveling on International routes, in case of damage to baggage, complaint must be made in writing to the Carrier forthwith after discovery of damage and not later than 7 days. In case of delayed delivery of baggage and in case of damage, the complaint must be made within 21 days from the date the baggage was delivered. For purely domestic passengers, the complaint must be made within 3 days/ 14 days respectively. If baggage is damaged beyond repair, the airline will endeavor to provide a suitable replacement.

Luggage is designed to protect its content. In the course of normal handling, your luggage will acquire evidence of use such as minor cuts, scratches, dents or soil. We trust you understand that we are not responsible for this type of damage or any of the following

- Broken feet/wheels or handles.
- Damage to over packed/oversized bags.
- Damage to pull handles.
- Items of a fragile or perishable nature.
- Lost pull handles.
- Manufacturer/s defects

## **Important Notice**

Passengers are advised not to carry valuables such as jewellery, encashable articles, negotiable papers and currency in their checked baggage.

The Carrier is not liable for loss/damage to or delay in the delivery of fragile or perishable articles, money, jewellery, silverware, cameras, electronics/ video/computer or photographic equipment, negotiable papers, securities, heirlooms, antiques, artifacts, work of art, irreplaceable books or publications, manuscripts, business documents, precious metals and other similar valuables or commercial effects.

## **IN - FLIGHT**

For Flight Numbers with airline code 'IC'

1. In compliance with the ICAO Resolution to provide a pollution free environment, **All IC flights are non-smoking,**
2. Meals and beverages are provided on all flights depending upon the scheduled time of departure and arrival, as well as the duration of the flight.
3. 'Suggestion Cards' are available on board to solicit valuable suggestions and comments from our passengers in our effort to improve services.
4. **For in-flight reading, the IC in-flight magazine *Swagat* is available on board in addition to a variety of newspapers and other reading material.**
5. *In-flight Entertainment:*

**In-flight entertainment has recently been introduced on select IC flights with the induction of the new A 321 and 319 aircraft. The in-flight entertainment consists of Video channels which include a choice of popular recent English and Hindi feature films as well as short comedy and other programs. A selection of audio channels is also available on these aircraft.**

#### 6. *Dining :*

**IC offers a multi-cuisine menu with choices of Indian and Continental. Apart from normal vegetarian and non-vegetarian meals, local and regional specialties are included on appropriate sectors. Special meals such as Jain meal, Diet meal and Child meal are also provided, for which the request maybe made at the time of reservation or at least 24 hours before departure.**

For Flight Numbers with airline code 'AI'

#### **In-flight Entertainment**

The selection of music on board *AI* aircraft would be the envy of any radio station. Passengers can choose from Indian popular music, Indian Classical, Ghazals, Bollywood hits and from Western Classical, Pop, Jazz, Country and Nostalgia. A special channel for Regional songs has been compiled to suit all passengers coming from different regions. A Japanese channel is available for our Japanese passengers.

Video programmes on *AI* include a choice of the most recent English and Hindi feature films. One-hour video magazine represents the finest in comedy, nature

& wildlife, adventure, action and life style. There are special movies in Tamil and Malayalam selected for passengers travelling from Kochi, Chennai, Thiruvananthapuram and Kozhikode to the Gulf and Singapore.

## **Dining**

Dining aboard *AI* is a gourmet experience. *AI* offers a choice of menus to suit all types of palates - Indian and Continental. Apart from these, there is western nouvelle cuisine, an appetizing choice of Asian specialties, and even Japanese meals on the India-Japan route. Besides, if any passenger has a special food requirement, he can choose from any of the 23 special meals, details of which are also available on the website <http://www.airindia.com/> (**click here** ). The meal preference can also be intimated through the travel agent while making reservation. The menus are constantly revamped and the wines carried on board live up to the food they complement ! Meals are served to First and Executive Class passengers in Fine Bone China from reputed indigenous brands. However, for our prestigious direct flights, Noritake bone china crockery is uplifted in First Class along with gold-plated cutlery. Complimentary alcoholic beverages are served in all classes. Wines are selected from amongst those recommended by a well-known Wine-Consultant. These are from amongst the finest brands in the market.

## **Reading Material**

1. **For in-flight reading, the *AI* in-flight magazine 'Namaskar' is available on board in addition to a variety of newspapers.**
2. **There are Indian newspapers and magazines in English as well as other Indian languages as well as English and American publications. Magazines in German, French, and Japanese are also available on relevant routes.**

**For children *AI* provides comics, special books and games.**

## **Non Smoking Flights**

In compliance with the ICAO Resolution to provide a pollution free environment, **All *AI* flights are non-smoking,**

## **A D D I T I O N A L I N F O R M A T I O N**

### **FREQUENT FLYER PROGRAMME (FFP)**

***IC* and *AI* together jointly offer the frequent flyer programme-branded 'Flying Returns.**

A member on enrolment can earn mileage points on *IC, AI, CD*, participating airline partners and select flights of code share airline partners. These mileage points can be exchanged for award tickets on *IC, AI, CD* and participating airline partners viz; Lufthansa and flights of *AI's* code share partners. These points can be redeemed for Award tickets for travel on *Air India*.

### **1. Privileges on becoming a FFP member on IC include-**

- **More award tickets with lesser flights**
- **Tele check-in facility**
- **Separate check-in counters at select airports**
- **Online convenience through dedicated website**
- **Across the counter, redemption and retro credit facility at personalized Member Service Centres and airport extension counters**
- **Increased check-in baggage allowance**
- **Priority for confirmation from the waitlist**
- **No blackout periods**
- **Pooling of mileage points and a wide array of special offers.**
- **On meeting the eligibility criteria - Members are also invited to the Premium Clubs of IC - Golden Edge Club and Silver Edge Club The salient features of the programme are detailed on our dedicated website [www.airindia.in](http://www.airindia.in) ( click here)**

Through tie-ups with leading hospitality-associated organisations and travel – related companies in India, members can also earn add – on mileage points (AOMPs ) to redeem Award tickets faster.

**'Flying Returns' has a membership of over 5, 00,000 in India, the Gulf, UK, USA, Canada and South-East Asia.**

For more information on privileges of the Flying Returns Programme, log on to [www.flyingreturns.co.in](http://www.flyingreturns.co.in) (click here )

### **IC Website**

**IC has a comprehensive website [www.airindia.in](http://www.airindia.in) (click here) providing the customer with valuable information.**

*Air India flyaways*

- 1. Air India, under its holiday package programme branded as 'Air India flyaways' offers a wide variety of holiday package options to both domestic and international destinations operated by IC / CD code share flights and selected AI code flights.**
- 2. These packages are available for sale by our approved Travel Agents and IC reservation offices. IC has a dedicated holiday package website [www.airindiaholidays.in](http://www.airindiaholidays.in) (click here )through which these packages are sold. The site also provides comprehensive information about the various packages including the rates and facilities offered.**
- 3. Currently , Air India offers around 400 holiday package options under tie-ups with leading hotels and tour operators. These comprise of**
  - 150 cities in 22 Indian states and,**
  - 10 International sectors.**

## **CUSTOMER FEEDBACK**

### **For Flight Numbers with airline code ' IC'**

#### **Delayed Flights**

1. Our goal at IC is to make sure that our flights depart on time, but when flight irregularities do occur, we will make every effort to provide up-to-date information in a timely manner.
2. The IC Call Centre would inform the passengers about any delay/cancellation of flights on the contact number available in their PNR. In addition, our Call Centre will also send SMS messages on the mobile contact number available in their PNR.
3. The IC Airport office will inform customers via the public address system as to the cause and anticipated length of the delay.
4. The delay information is also displayed on the Flight Departure Board of Airport Authority of India.
5. If a flight is delayed for more than one hour or cancelled, IC provides the following facilities to its passengers:
  - A Full refund, if desired by a passenger. However, certain concessional tickets are refunded only through an issuance of

non-refundable Miscellaneous Charges Order (MCO) to be used for subsequent travel.

- Alternate arrangements are made to take passengers to their destination either by air or other modes of transport subject to availability and if so desired by the passengers.
- Involuntary rerouting through circuitous route and / or up-gradation to a higher class, subject to availability of seats.
- Complimentary service of beverages, snacks or meals depending upon the timings. No hard liquor is served.
- Personal messages of the passengers are sent to their destination using Indian communication channels.

### **Customer Friendly Measures :**

All front -line staff at the IC passenger handling locations have been entrusted with administrative powers towards achieving single window concept for passenger services, reduction of processing time and more customer friendly approach so that passenger can be attended at the first point of contact.

### **Refund:**

A Staff has been authorized to sign refund vouchers for effecting refunds. In case of flight disruptions e.g. cancellation, over flying etc commercial staff have been authorized to refund against tickets issued by Indian authorized Travel Agents provided such refund are permissible under the conditions governing the fare charged.

### **Delayed/disrupted flights at Transit station**

IC Staff at outstations have been authorized to offer the following options to the passengers of the disrupted flight at the transit stations:

- 1. Involuntary re-routing via other stations to which IC flight is available.**
2. Transportation to destination by alternate mode of transportation, if acceptable to the passenger(s) with refreshment / meals required for the journey. In this case no refund would be given for the un-flown sector.
3. Return to the point of origin with endorsement for full refund at origin.
4. Transfer of passengers and baggage to other carriers having same day operations.

5. Full sector fare may be refunded for the un-flown sector (and not the residual value after deduction of sector fare for sector flown), if other options are not acceptable to the passenger.
6. Hotel accommodation and seat on the next flight, subject to availability of seat on that flight is offered to passengers traveling on normal fare. Hotel accommodation is not offered to the passengers traveling on concessional fare.
7. Hotel accommodation and endorsement to other Carrier will be provided if Indian does not have a flight. Hotel accommodation is not offered to the passengers traveling on concessional fares.

### **Concessional forms:**

The *IC* Staff at out stations and base stations are permitted to verify and certify all types of concessional forms except Interline and Tour Conductor Discount.

### Customer Feedback

1. We rely on valuable customer feedback to stay informed and deliver a high level of customer satisfaction. We encourage communication by providing customers with easy access to any *Indian* office by Phone, Fax, Letter, Suggestion card, or via e-mail.
2. At the corporate level, the General Manager (Customer Services) is the designated officer for the redressal of complaints.
3. At the regional level, the General Manager (Commercial) is the designated officer for the redressal of complaints.
4. Customers can call on the General Manager (Customer Services) during working hours at the following number :  
011 – 24643712/24648059/24653243.
4. Customers can fax their feedback / suggestions on  
fax No. 011- 24693851.
5. Customers can send their suggestions / feedback on pre-paid suggestion forms available on board the flight or they can write their suggestion in the suggestion books available at all the offices of *IC*.
6. Customers can email their suggestions/concerns and complaints on the suggestion form or complaint page available on the website [www.airindia.in](http://www.airindia.in) (click here)

7. Customers can also e-mail their concerns and complaints directly at:

- For Delhi- [ialcsnr@airindia.co.in](mailto:ialcsnr@airindia.co.in)
- For Kolkata - [ialcser@airindia.co.in](mailto:ialcser@airindia.co.in)
- For Mumbai- [ialcswr@airindia.co.in](mailto:ialcswr@airindia.co.in)
- For Chennai- [ialcssr@airindia.co.in](mailto:ialcssr@airindia.co.in)
- For Reg. office- [ialcshq@airindia.co.in](mailto:ialcshq@airindia.co.in)

### For Flight Numbers with airline code 'AI'

#### **A Simplified and convenient procedure for receipt and acknowledgement of complaints.**

All passenger complaints are actioned swiftly and satisfactorily. A system to handle complaints worldwide is already in place and the procedure followed is both effective and streamlined.

#### **A Time Bound Redressal of Grievances**

All complaints are replied to our valued customers within 7 working days of receipt of the complaint. In the event that further investigations, which may take time, are required, *AI* endeavours to expedite and resolve the passenger's grievances within the shortest possible time frame.

#### **A Commitment for Improved Services**

*AI* is steadfastly committed to improve its ground and onboard services. This is an on-going process and every attempt is made to extend maximum comfort by way of professional handling.

#### **Customer Services Officer**

If you find that your complaints have not been promptly addressed, you may contact

Commercial Manager-Traffic Services  
Traffic Services Division, Air India  
GSD-Maintenance Facility,  
Administration Building,  
Phase II, 2nd Floor, Opp Indian Oil,  
CSI Airport,  
Mumbai-400 099.

Fax Number : 00 91 22 2682 8767

Email Address : [comlai@bom3.vsnl.net.in](mailto:comlai@bom3.vsnl.net.in) (click here)

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