



AIR INDIA

FACT SHEET



ABOUT US

Founded by the legendary JRD Tata, former Chairman of Tata Group, Air India pioneered India's aviation sector. Since its first flight on 15 October 1932, Air India has grown to develop an extensive global network, becoming a major international carrier.

A member of Star Alliance, Air India offers seamless connectivity to passengers as a full-service global airline, while its wholly owned subsidiary Air India Express operates as a low-cost airline flying within India and nearby countries.

After 69 years of operating as a Government-owned enterprise, Air India and Air India Express were welcomed back into the Tata group in January 2022, becoming fully privatised and 100% owned companies of the Tata group.

ABOUT VIHAAN.AI

After its homecoming in 2022, Air India embarked on *Vihaan.AI*, a five-year transformation journey, with a vision to be a global airline with an Indian heart. This transformation plan is a detailed roadmap with clear milestones, focusing on dramatically growing Air India's network and fleet, developing a completely revamped customer proposition, improving reliability and on-time performance, and taking a leadership position in technology, sustainability, and innovation, while aggressively investing behind the best industry talent.

The first two phases of this transformation, 'Taxi' and 'Take-off', were focused on fixing the basics and building foundations for growth. Air India is now in the 'Climb' phase, which focuses on achieving excellence in operations and customer experience.

BOARD OF DIRECTORS

N. Chandrasekaran, Chairman, Tata Sons and Air India
Campbell Wilson, Managing Director & Chief Executive Officer
Sanjiv Mehta, Independent Director
Alice Vaidyan, Independent Director
P.R. Ramesh, Independent Director
P.B. Balaji, Independent Director

OUR EXECUTIVE LEADERSHIP

Campbell Wilson, Managing Director & Chief Executive Officer
Nipun Aggarwal, Chief Commercial Officer
Sanjay Sharma, Chief Financial Officer
Captain Basil Kwauk, Chief Operations Officer
Captain Manish Uppal, Head of Flight Operations
Captain Henry Donohoe, Head of Group Safety, Security & Quality
Dr Satya Ramaswamy, Chief Digital & Technology Officer
Ravindra Kumar G.P., Chief Human Resources Officer
P. Balaji, Group Head - Governance, Risk, Compliance & Corporate Affairs
Rajesh Dogra, Chief Customer Experience Officer
Sisira Kanta Dash, Chief Technical Officer

OUR FLEET

As on 14 April 2025, Air India's fleet comprises 198 aircraft, including 6 Airbus A350-900, 94 Airbus A320neo, 4 Airbus A320ceo, 14 Airbus A321neo, 13 Airbus A321ceo, 6 Airbus A319, 27 Boeing B787-8, 7 Boeing B787-9, 8 Boeing B777-200LR, and 19 Boeing B777-300ER.

NEW AIRCRAFT ON ORDERS

On the sidelines of Paris Air Show 2023, Air India signed purchase agreements to acquire 470 aircraft from Airbus and Boeing at \$70 billion (based on list prices). The firm orders include 20 A350-1000, 20 A350-900, 20 Boeing 787 Dreamliners, and 10 Boeing 777X widebody aircraft, as well as 140 Airbus A320neo, 70 Airbus A321neo and 190 Boeing 737MAX narrowbody aircraft.

In December 2024, Air India placed an order to purchase 100 additional Airbus aircraft, comprising 10 widebody A350 and 90 narrowbody A320 Family aircraft. The order, thus, takes the total number of new aircraft ordered to 570.

Air India began taking delivery of new aircraft from its firm orders in the second half of 2023, as it continues to renew its fleet progressively.

REFIT PROGRAMME FOR LEGACY AIRCRAFT

In September 2024, Air India commenced its US\$ 400 million refit programme for a phased revamp of 67 legacy aircraft in its fleet. This refit will lead to a refresh of the product to the new Air India experience — with modern cabin configuration, new seats, new carpets, curtains, and upholstery. The refit programme started with 27 narrowbody Airbus A320neo aircraft, and will be followed by 40 widebody Boeing aircraft.

The upgradation of the legacy narrowbody fleet is expected by September 2025, with five of Air India's legacy Airbus A320neo aircraft having already been retrofitted, as on 29 April 2025.

In parallel to the narrowbody refit programme, final preparations continue for the full interior upgradation of 40 legacy widebody Boeing 787 and 777 aircraft. Market-leading seats and inflight entertainment systems have been selected, interior designs are complete, and the airline is working closely with seat manufacturers to finalise regulatory certification and expedite production. Subject to supply chains, the retrofit of the first widebody aircraft will commence in early 2025.

NETWORK

As on 30 April 2025, Air India's extensive global network spans 31 countries across five continents, connecting India with cities in North America (U.S. and Canada), Europe (including the United Kingdom), Asia Pacific, Australia, Africa, and the Gulf. Air India operates close to 5,000 flights a week to and from 49 destinations within India and 42 destinations outside of India.

AIRLINE PARTNERS

Air India offers an extended global network of over 800 destinations across the globe to its guests through its partnerships with major airlines around the world.

As on 06 January 2025, Air India has codeshare partnerships with these 17 carriers:



Additionally, Air India has interline partnerships with more than 80 carriers:

- | | | |
|-----------------------|-----------------------|-------------------------|
| 1. AccesRail | 23. Biman | 43. Iberia |
| 2. Aegean Airlines | Bangladesh | 44. Icelandair |
| 3. Aeroflot | Airlines | 45. ITA Airways |
| 4. Aerolineas | 24. Brussels Airlines | 46. Japan Airlines |
| Argentinas | 25. Cathay Pacific | 47. JetBlue |
| 5. Air Astana | 26. Caribbean | 48. Jetstar |
| 6. Air Austral | Airlines | 49. JetStar Asia |
| 7. Air Canada | 27. China Airlines | 50. Juneyao Airlines |
| 8. Air China | 28. China Eastern | 51. Kam Air |
| 9. Air Europa | Airlines | 52. Kenya Airways |
| 10. Air France | 29. China Southern | 53. KLM Royal Dutch |
| 11. Air Macau | Airlines | Airlines |
| 12. Air Malta | 30. Condor | 54. Korean Air |
| 13. Air New Zealand | 31. Copa Airlines | 55. Kuwait Airways |
| 14. Air Niugini | 32. Delta Air Lines | 56. Madagascar |
| 15. Air Seychelles | 33. El Al | Airlines |
| 16. Air Tanzania | 34. Emirates | 57. Malaysia Airlines |
| 17. Alaska Airlines | 35. Etihad Airways | 58. MIAT Mongolian |
| 18. American Airlines | 36. Fiji Airways | Airlines |
| 19. Austrian Airlines | 37. Finnair | 59. Middle East |
| 20. Azerbaijan | 38. German Rail | Airlines |
| Airlines | 39. Gulf Air | 60. Myanmar Airways |
| 21. British Airways | 40. Hahn Air | International |
| 22. Bangkok Airways | 41. Hainan Airlines | 61. Nepal Airlines |
| | 42. Hong Kong | 62. Oman Air |
| | Airlines | 63. Philippine Airlines |

64. Qantas	71. Scandinavian Airlines	76. Thai Airways
65. Qatar Airways	72. Shandong Airlines	77. Turkish Airlines
66. Royal Air Maroc	73. Shanghai Airlines	78. United Airlines
67. Royal Brunei Airlines	74. Shenzhen Airlines	79. Uzbekistan Airways
68. Royal Jordanian	75. South African Airways	80. Vietnam Airlines
69. RwandAir		81. Virgin Atlantic
70. Saudia		82. Vistara

CABIN CLASSES

Air India offers a total of four cabin classes across various fleet types, including First Class, Business Class, Premium Economy Class, and Economy Class.

First Class and Premium Economy Class are currently available on select aircraft only. Air India continues to add Premium Economy Class to its fleet as it continues to renew and modernise its fleet.

FARE FAMILIES

Air India's fare families are available on all flights within and outside of India, which offer differentiated bundles of products and services at each price point. This enables travellers to choose the offering that best meets their unique requirements. The airline offers a total of eight fare families across four cabin classes:

Economy: Value, Classic, Flex

Premium Economy: Classic, Flex

Business: Classic, Flex

First: First

The fare families offer increasing baggage allowance and flexibility in terms of cancellation and date changes for a nominal upsell value.

A CONSISTENT FULL-SERVICE FLYING EXPERIENCE

Regardless of the fare family one chooses or the cabin they fly in, Air India guests can expect a consistent full-service flying experience from their origin to destination. The airline offers all guests complimentary hot meals, free checked baggage allowance in addition to carry-on bag allowance, and reward points to members of Air India's Flying Returns loyalty programme.

CHECK-IN

Air India offers a dedicated check-in desk for each cabin, enabling First Class, Business Class, and Premium Economy Class guests to receive priority check-in at designated counters. Economy Class guests of Air India with elite status on Flying Returns or with any of the other Star Alliance carriers can check-in at Business Class check-in counters.

Air India's check-in counters close 60 minutes before departure for all domestic and international flights, except at Delhi and Mumbai airports where check-in counters for international flights close 75 minutes before departure.

Web and mobile check-in opens 48 hours before departure and closes two hours before departure. It is available through Air India's website and mobile app, both of which have been refreshed to offer a significantly improved and intuitive web experience with the airline. Air India also has self-service kiosks at select major airports for quick check-in and boarding pass retrieval.

BOARDING

Air India follows a sequential boarding process to ensure that the back of the aircraft starts filling before the front rows in Economy Class. Priority boarding is offered to guests flying in premium cabins, including First Class, Business Class, and Premium Economy Class, as well as to Flying Returns elites or guests with elite status on other Star Alliance carriers.

CABIN INTERIOR SPECIFICATIONS

Airbus A350-900:

- Business Class:
 - 28 private suites, arranged in a 1-2-1 configuration
 - 48" standard seat pitch
 - 21.1" standard seat width, 79" full-flat bed length
 - Direct aisle access and privacy door for each seat
 - 21" HD Inflight entertainment screen
 - USB charging Ports
 - AC Power Outlets
 - Personal wardrobe and ample stowage space for electronic devices, amenities, and shoes, as well as a conveniently located mirror
- Premium Economy:
 - 24 seats, arranged in 2-4-2 configuration
 - 38" standard seat pitch
 - 18.5" standard seat width, 8" seat recline (except last row of 7.5" recline)
 - Movable armrest
 - Adjustable leg rest and foot rest
 - 13.3" HD Inflight entertainment screen (except first row in the cabin with 12" IFE screen)
 - USB charging Ports
 - AC Power Outlets
- Economy Class:
 - 264 seats in 3-3-3 layout
 - 31" standard seat pitch
 - 17.52" standard seat width, 6" recline
 - Rotating armrest for all seats, except front row
 - 12" HD IFE screens
 - USB charging Ports
 - AC Power Outlets

Airbus A320neo: Air India's Airbus A320neo operate in four different layouts.

LAYOUT 1

- Business Class:
 - 8 seats, arranged in a 2-2 configuration
 - 40" seat pitch, 21" width
 - 7" recline
 - USB charging ports in all seats + AC Power Outlets
- Premium Economy:
 - 24 seats, arranged in a 3-3 configuration
 - 32" seat pitch, 18" width
 - USB charging ports in all seats
- Economy:
 - 132 seats, arranged in a 3-3 configuration
 - 28"-29" seat pitch, 18" width
 - USB charging ports in all seats

LAYOUT 2

- Business Class:
 - 12 seats, arranged in a 2-2 configuration
 - 42" seat pitch, 6" recline
 - AC Power Outlets
- Economy:
 - 150 seats, arranged in a 3-3 configuration
 - 29" standard seat pitch
 - 17.56" standard seat width
 - 5" standard recline

LAYOUT 3

- Economy:
 - 180 seats, arranged in a 3-3 configuration
 - 28" standard seat pitch
 - 5" standard recline

LAYOUT 4

- Economy:
 - 186 seats, arranged in a 3-3 configuration
 - 28" standard seat pitch
 - 5" standard recline

Airbus A320ceo: Air India's Airbus A320ceo operate in two different layouts.

LAYOUT 1

- Business Class:
 - 12 seats, arranged in a 2-2 configuration
 - 42" seat pitch
 - 7" recline
 - AC Power Outlets
- Economy:
 - 138 seats, arranged in a 3-3 configuration
 - 17.83" standard seat width
 - 4.5" standard recline

LAYOUT 2

- Economy:
 - 180 seats, arranged in a 3-3 configuration
 - 29" standard seat pitch
 - 16.79" standard seat width
 - 4.49" standard recline

Boeing 777-300ER: Air India's Boeing 777-300ER operate in three different layouts.

LAYOUT 1

- First Class:
 - 4 seats, arranged in a 1-2-1 configuration
 - 80" seat pitch
 - 23" seat width, reclines into full flat bed
 - Movable armrest
 - 23" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Business Class:
 - 35 seats, arranged in a 2-3-2 configuration
 - 76" seat pitch
 - 19.95" seat width, reclines into full flat bed
 - Movable armrest
 - 15.4" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Economy Class:
 - 305 seats, arranged in a 3-3-3 configuration
 - 33" standard seat pitch

- 18" standard seat width, 6" recline
- Movable armrest
- 10.6" Inflight entertainment screen
- AC power outlets
- High power USB-A

LAYOUT 2

- First Class:
 - 4 seats, arranged in a 1-2-1 configuration
 - 80" seat pitch
 - 23" seat width, reclines into full flat bed
 - Movable armrest
 - 23" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Business Class:
 - 35 seats, arranged in a 2-3-2 configuration
 - 76" seat pitch
 - 19.95" seat width, reclines into full flat bed
 - Movable armrest
 - 15.4" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Economy Class:
 - 303 seats, arranged in a 3-3-3 configuration
 - 32-33" standard seat pitch
 - 18" standard seat width, 6" recline
 - Movable armrest
 - 10.6" Inflight entertainment screen
 - AC power outlets
 - High power USB-A

LAYOUT 3

- First Class:
 - 8 seats, arranged in a 1-2-1 configuration
 - 82" seat pitch
 - 23" seat width, reclines into full flat bed
 - Movable armrest
 - 23" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Business Class:
 - 40 seats, arranged in a 1-2-1 configuration
 - 43.5" seat pitch
 - 19.95" seat width, reclines into full flat bed
 - Movable armrest
 - 15.4" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Economy Class:
 - 280 seats, arranged in a 3-4-3 configuration (2-4-2 from rows 42 to 46)
 - 32" standard seat pitch
 - 18" standard seat width, 6" recline
 - Movable armrest
 - 10.6" Inflight entertainment screen
 - AC power outlets

Boeing 777-200LR: Air India's Boeing 777-200LR operate in two different layouts.

LAYOUT 1

- First Class:
 - 8 seats, arranged in a 1-2-1 configuration
 - 80" seat pitch
 - 23" seat width, reclines into full flat bed
 - Movable armrest
 - 23" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Business Class:
 - 35 seats, arranged in a 2-3-2 configuration
 - 76" seat pitch
 - 19.95" seat width, reclines into full flat bed
 - Movable armrest
 - 15.4" Inflight entertainment screen
 - AC power outlets
 - High power USB-A

- Economy Class:
 - 195 seats, arranged in a 3-3-3 configuration
 - 33" standard seat pitch
 - 18" standard seat width, 6" recline
 - Movable armrest
 - 10.6" Inflight entertainment screen
 - AC power outlets
 - High power USB-A

LAYOUT 2

- Business Class:
 - 28 suites with privacy sliding doors, arranged in a 1-2-1 configuration
 - 45" standard seat pitch
 - 23" standard seat width, reclines into full flat bed
 - Seat controls on touch panel
 - Movable armrest
 - 18.5" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Premium Economy Class:
 - 48 seats, arranged in a 2-4-2 layout.
 - 38" standard seat pitch
 - 19.95" standard seat width, 5" recline
 - Retractable legrest and footrest
 - Movable armrest
 - 13.3" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Economy Class:
 - 212 seats, arranged in a 3-3-3 configuration
 - 34" standard seat pitch
 - 18" standard seat width, 4" recline
 - Movable armrest
 - 11.1" Inflight entertainment screen
 - AC power outlets
 - High power USB-A

Boeing 787-8: Air India's Boeing 787-8 operate in two different layouts.

LAYOUT 1

- Business Class:
 - 18 seats, arranged in a 2-2-2 configuration
 - 74" seat pitch
 - Reclines into full flat bed, 49.8" bed length
 - Leg rest cubby
 - 15.4" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Economy Class:
 - 238 seats, arranged in a 3-3-3 configuration
 - 33" standard seat pitch
 - 16.23" standard seat width, 6" recline
 - Movable armrest
 - 10.6" Inflight entertainment screen
 - AC power outlets
 - High power USB-A

LAYOUT 2

- Business Class:
 - 18 seats, arranged in a 2-2-2 configuration
 - 74" seat pitch
 - Reclines into full flat bed, 49.8" bed length
 - Leg rest cubby
 - 15.4" Inflight entertainment screen
 - AC power outlets
 - High power USB-A
- Economy Class:
 - 241 seats, arranged in a 3-3-3 configuration
 - 33" standard seat pitch
 - 16.23" standard seat width, 6" recline
 - Movable armrest
 - 10.6" Inflight entertainment screen
 - AC power outlets
 - High power USB-A

INFLIGHT CONNECTIVITY

Air India offers Wi-Fi internet connectivity on board domestic and international flights operated by Airbus A350, Boeing 787-9 and select Airbus A321neo aircraft. This makes Air India the first Indian carrier to offer inflight Wi-Fi internet connectivity on flights within India, enabling travellers – flying for leisure or business – to stay connected to the internet during their flights, and to enjoy browsing, accessing social media, catching up on work, or texting friends and family.

AMENITIES

- Air India's First and Business Class passengers receive amenity kits exclusively designed by Ferragamo, featuring luxury items like body lotion, hand cream, lip balm, socks, an eye mask, and a keepsake. First Class kits additionally include a small bottle of Eau de Parfum.
- Premium Economy passengers receive amenity kits designed by TUMI, with skincare essentials from Verso.
- First and Business Class passengers also receive sleepwear, featuring comfortable t-shirts and pyjamas made from recycled materials blended with cotton, along with plush velour slippers.

IN-FLIGHT ENTERTAINMENT

- Air India has introduced a new inflight entertainment (IFE) system on board its newly inducted A350-900s, B777-200LRs, and some B777-300ERs, which features over 2,220 hours of entertainment content spanning movies, TV shows, and audio with a vast selection of Indian and Hollywood blockbusters, international films, Indian and Western TV shows.
- Air India offers wireless inflight entertainment service called *Vista*, a bring-your-own-device solution intended to mitigate while Air India's old widebody aircraft await full interior refresh with new seats and inflight entertainment systems commencing in 2025. *Vista* is available across Air India's widebody and narrowbody fleets, except on the newly inducted A350 and B777 aircraft. It provides Air India guests with uninterrupted entertainment on their own personal electronic devices such as mobiles, tablets, and laptops. The content library features 950+ hours of entertainment across formats and genres includes classic melodies, timeless favourites, BAFTA and Oscar-winning/nominated titles, short films, acclaimed series, and specially curated content for children.

MAHARAJA CLUB

- Under Air India's new ownership, the airline's loyalty programme (previously called Flying Returns) underwent a monumental transformation, which saw the launch of a redesigned programme in April 2024. The programme was rebranded to Maharaja Club in November 2024.
- As part of this, programme moved away from the legacy model of miles-based collection of points to a fairer, more equitable spend-based approach.
- The redesigned Flying Returns programme introduced a more simplified new structure, more customer-friendly features, renamed tiers, and an updated identity.
- Flying Returns now offers its members the ability to earn or redeem points on 25 other Star Alliance partner airlines across the world. Members also enjoy their Flying Returns Tier privileges across all Star Alliance member airlines worldwide, as well as access to 1000+ lounges across the world for those with applicable Membership Tier levels.
- Flying Returns points never expire as long as a member takes at least one flight on Air India every 24 months, regardless of their membership tier level.
- There are no blackout dates and no restrictions on redeeming for award tickets. Members can redeem Flying Returns points to purchase any Air India seat that is available for sale - there are simply no restrictions.
- Flying Returns also offers a Cash+Points feature, whereby members are able to pay for their award tickets using a combination of Flying Returns Points and cash, thus providing greater flexibility.
- The programme's family pooling feature allows members to combine their Flying Returns Points with others in their family, for free, enabling them to redeem for travel sooner.
- Without necessarily taking flights with Air India, members can now earn Flying Returns points when they visit Madame Tussauds museums, LEGOLAND theme parks, shop at luxury shopping outlets of The Bicester Collection, or when they book holidays on more than 40 cruise lines across the world, apart from having several other avenues for earning Flying Returns points.
