

Air India named 'Best Airline in India' and 'Best Airline Staff in India & South Asia' at 2026 Skytrax World Airline Awards

- Air India receives multiple honours including 'Best Airline in India', 'Best Airline Staff in India & South Asia', and Skytrax 4-Star Airline certification.

GURUGRAM, 19 September 2026: Air India, India's leading global airline, today announced that it has been honoured with three major accolades at the 2026 Skytrax World Airline Awards, winning 'Best Airline in India', 'Best Airline Staff in India & South Asia', and receiving the coveted Skytrax 4-Star Airline Certification for Business Class and Economy Class.

Passenger-voted Skytrax Awards reflect growing customer confidence in Air India

The awards for 'Best Airline in India' and 'Best Airline Staff in India & South Asia' are especially meaningful as they are based on customer feedback gathered through the world's largest airline passenger satisfaction survey; making them a direct reflection of guests' experiences and perceptions of the airline.

Moreover, the award for 'Best Airline Staff in India & South Asia' is a particularly significant recognition of the efforts of Air India's frontline teams across cabin crew, airports, customer support, and operational functions, who serve millions of guests each year.

Air India builds on recent Skytrax 4-Star Airline Rating achievement

The honours follow Air India's recent elevation from a 3-Star to 4-Star airline which is widely regarded as a global benchmark for airline quality. Together, the recognitions underscore the airline's ongoing transformation under the Vihaan.AI programme and its ambition to become a world-class global airline with an Indian heart.

Campbell Wilson, Chief Executive Officer & Managing Director, Air India, along with Air India cabin crew received the awards on behalf of the airline at the 2026 Skytrax World Airline Awards ceremony held in London, UK. **Campbell Wilson** remarked, "To be recognised as 'Best Airline in India' and to receive the award for 'Best Airline Staff in India & South Asia' is especially meaningful because it reflects the New Air India experience our guests are experiencing and acknowledging. These awards belong to the more than 24,000 Air Indians whose professionalism, warmth, and commitment are driving our transformation every day."

"Combined with our Skytrax 4-Star certification, these recognitions demonstrate the steady progress Air India has made in recent years. While we are encouraged by how far we have come, we remain focused on the work ahead as we continue investing in our people, products, technology, and customer experience to build an airline that makes India proud on the global stage."

Air India's ongoing Vihaan.ai transformation

Over the last few years, Air India has undertaken one of the most comprehensive transformation programmes in global aviation, Vihaan.ai, encompassing fleet modernisation, upgraded cabins, reimagined lounges, digital innovation, enhanced customer support, and extensive investment in service excellence and employee training.

Today, more than 130 narrowbody and widebody aircraft in Air India's fleet are either new or upgraded, bringing the New Air India experience to customers across domestic and international routes. From the introduction of India's first Airbus A350 and new line-fit Boeing 787-9 aircraft to the ongoing retrofit of legacy narrowbody and widebody aircraft, these investments are progressively elevating the guest experience across the airline's network.

Customer feedback highlights Air India's transformation journey

The airline's evolving customer proposition has been reflected in steadily improving customer feedback and advocacy scores, alongside growing recognition from customers. Air India's Net Promoter Score (NPS) - a key measure of customer advocacy - has improved by more than 70 points, rising from -35 in late 2022 to nearly +40 today, reflecting tangible gains in areas that matter most to passengers. On Air India's flagship A350s and B787-9s, the NPS is consistently in the high 60s.

As Air India continues its Vihaan.AI journey, the airline remains committed to further enhancing its customer experience, expanding its global footprint, and setting new benchmarks for Indian aviation.

About Air India Group

The Air India Group – comprising full-service global airline, Air India, and value carrier, Air India Express – is spearheading a new era of Indian aviation. The Air India story began in 1932 when JRD Tata piloted the airline's inaugural flight and opened the skies for aviation in India. Today, Air India Group employs more than 30,000 people, operates over 300 aircraft and carries travellers to 60 domestic and 51 international destinations across five continents.

Returning to Tata Sons in 2022 following 70 years under Government ownership, Air India Group is in the midst of a five-year transformation programme, Vihaan.AI. As part of the transformation, Air India has placed orders for 600 new aircraft. In addition to taking new aircraft deliveries, Air India is progressively retrofitting all its legacy aircraft.

The Air India Group operates South Asia's largest aviation training academy in Gurugram, India. The construction of a new flying school and a greenfield maintenance base is in progress.

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