Citizens Charter

It gives us great pleasure to present to you the 'Citizens Charter' - A complete handy reference guide to everything you wanted to know about your favorite airline. From reservations, checkin, baggage, security regulations, lounge facilities, passenger services, in- flight services and feedback mechanism, you'll find information on Air India in this segment, in a concise manner.

RESERVATIONS

Our Computerized Reservation System is accessible globally from all major reservation systems. This enables making reservations on any flight all over our network from a single location. Please contact our reservation offices, approved travel agents or our 24X7 contact centre.

While making a reservation kindly indicate your local contact numbers at all points of your itinerary including your residence, business and specially your mobile number where you can be contacted. This would enable us to inform you about any change in schedule of your flight on the contact number available in your reservation record.

Please indicate your meal preference from available options at the time of making reservations to enable us to serve you the meal of your choice.

Normal full 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 in reservations may incur an additional fee depending on fare type and area of sale. Passengers can select their seats on international sectors at least 24 hours prior to their departure.

For reservations contact our numbers:

Air India contact numbers for callers in India

Call 24x7 Customer Care numbers 0124-2641407 / 020-26231407 / 1860 233 1407 from MTNL / BSNL lines and Mobile / landlines of most private telecom operators in India only.

Air India contact numbers for callers outside India

USA & Canada	:	1888 634 1407 (Toll Free)
UK	:	0800 048 9254 (Toll Free)
Australia	:	613 701 98270 (Toll Number) #
France	:	331 874 06644 (Toll Number) #
Germany	:	496925511337 (Toll Number) #
Singapore	:	800 101 4016 (Toll Free)

 # Calls charged to callers as per applicable network call rates.

Callers from all foreign locations can also call on + 91 124 2641407 (International call rates applicable)

+ 91 20 2623 1407 (International call rates applicable)

Information can be accessed on Whatsapp No. 9154195505. Send ' Hi ' on 9154195505

For any query or request CLICK HERE .

Helpdesk for online E tickets booked on Air India Website & Mobile App
Contact Number : 011 24667473 (Monday to Friday, 0930 hrs - 1730 hrs IST)

Frequent Flyer

Call 24x7 Customer Care numbers 0124-2641407 / 020-26231407 / 1860 233 1407 from MTNL / BSNL lines and Mobile / landlines of most private telecom operators in India only

Email Addresses for FFP members

General Queries	:	flyingreturn.base@airindia.in
Missing Miles / Retro Credit on AI	:	airindia.retros@airindia.in
Missing Miles / Retro credit on Star Partners:		star.retros@airindia.in
Silver Edge Members	:	silver.edge@airindia.in
Golden Edge Members	:	golden.edge@airindia.in
The Maharajah Club Members	:	maharajah.club@airindia.in

Ensure your travel on the required date by making a reservation and buying a ticket well in advance.

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

Dial-a-ticket

Dial-a-Ticket (DAT) is a convenient and simple one-stop solution for your ticketing needs over the phone. Using DAT you can book and pay for your Air India ticket through a credit card and the e-ticket itinerary receipt (ITR) will be e-mailed to you. This service is available for domestic travel on 24x7 from Air India's Call Centre on Toll Free No 1860 233 1407. For further information, please contact our call centre.

Dial –a-package

Dial-a-Package - A convenient and easy channel to book your Air India Holiday Package over phone. This service is available for domestic travel on 24x7 from Air India's Call Centre on Toll Free No 1860 233 1407.

Just call and book your holiday package, pay by credit card and have your package documents (ticket, hotel accommodation and associated service related vouchers) delivered by courier at your doorstep. For further information, please contact our call centre.

ONLINE BOOKING

An easy and convenient way to purchase tickets is online through our website http**://www.airindia.in**

Our website uses the industry standard Secure Socket Layer (SSL) technology to encrypt all personal data that is sent by your computer to the Air India server. Please see our Terms and Conditions for details.

You can make a booking for a sector of your choice for up to 5 adults, 4 children and 2 infants. These bookings can be made for flights from 4 hours until 360 days prior to departure of the flight.

You can use a credit card issued by Master/ Visa / Amex, certain other debit cards, or through net banking to pay. Details of the banks are mentioned in our Terms and Conditions. Once the payment has been validated you will get a confirmation of your booking. An e ticket will be generated and the details with the e ticket link will be emailed to the passenger.

Online Booking Helpdesk (Monday to Friday, 0930 hrs - 1730 hrs IST)

Landline: 011 – 2466 7473

Queries related to e-tickets booked on Air India Website and Mobile App can be logged on Feedback page on Air India website

DOCUMENTS TO CARRY

Domestic Services

For domestic journeys, along with a copy of your ticket, you will be required to show any of the following identification:

Photo Identification of the passenger i.e. : Passport , Driving License, Pan Card , Voter card, Student ID, Military ID, Photo Credit Card, Airlines ID, Any Photo ID card by Airline, Any other photo card issued by Government agencies .

For Indo-Nepal sectors a Valid National Passport / Election Id card issued by Election Commission of India may be furnished by Indian Citizens.

For further details, please contact our reservation offices/Authorized travel agents.

International Services

Please ensure that your travel documents are in order. Air India or your Travel Agent will be glad to assist you.
You will be required to show your ticket, passport, visa and other relevant travel documents during your journey. Please keep them in an easily accessible place.

The carrier will not accept responsibility for the consequences of any irregularity.

COUNTER CLOSING TIME

The scheduled departure time of your flight is indicated on your itinerary receipt. Flights will not be delayed for passengers arriving late for check-in and the airline accepts no responsibility in such cases.

Counter closing requirements may vary at some airports. These should be checked in advance to avoid reporting late for the flights.

Domestic Services

For domestic flights, the counter closing time is generally 60 minutes before departure of flight. If you are traveling on domestic sector of an international flight, the counters close 60 minutes before departure time.

Please ensure to report sufficiently in advance for completion of check-in, security formalities and to be able to reach the boarding gate well in time.

The boarding gates close 20 minutes prior to departure.

International Services

For international flights, Check-in counters close 60 minutes prior to the departure of the flight

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 three hours prior to departure.

The boarding gates close 20 minutes prior to departure.

CHECK-IN OPTIONS:

Domestic Services

Besides the normal check-in at the airport, on domestic flights, you can choose some other options of check-in and avoid airport queues with our real time check-in options.

Web Check-in

If you are holding an E-ticket, you can check-in through AIR INDIA website and make selection of your seat on- line and print boarding pass at the convenience of your office or residence. This facility is available for both Economy & Executive Class passengers. If you have baggage to deposit, you are requested to report sufficiently in advance before check-in closure at airports.

Kiosk Check-in (Fast Check-in)

Self Service check-in Kiosks have been installed at select airports to enable you to check-in yourself & obtain boarding pass from the Kiosk machine. This facility is presently available for purely domestic flights. If you have baggage to deposit, please contact our check-in agent before check-in closure at airport.

Tele-Check-in

Executive class passengers and Frequent Flyer Members, having confirmed reservation can avail the facility of Tele Check-in on our domestic flights from six metro airports – Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru.

This facility is available on our 24x7 Toll Free number 1860 233 1407. Please collect your boarding pass printout from our check-in counters at the airport.

For further details, please call our Toll-Free number: 1860 233 1407

Metro Station Check-in

Metro Station check-in and baggage drop facility is available at New Delhi Metro Station and Shivaji Stadium Metro Station from 0600 hrs. to 2100 hrs. for all Domestic and International flights. This facility is available minimum Two (02) hrs. and maximum 12 hrs. prior to schedule departure of flight.

Mobile Check-in

Log on to **http://flyai.mobi** from your mobile handset and you will not only be able to check-in for your flight , but also choose the seat of your choice, check time table information and access our contact centre information. The facility is presently available for purely domestic flights for passengers traveling from six metro airports- Delhi, Mumbai, Chennai, Kolkata, Hyderabad and Bengaluru.

Please collect your boarding pass printout from our check-in counters at the airport.

International services

Tele Check-in (Special Check-in counters)

First and Executive class passengers travelling from Mumbai & Delhi can check-in by dialing designated telephone numbers:

Tele Check-in Numbers

At Mumbai : 022 - 66858201 At Delhi : 011 - 49637817 Boarding cards can be collected from the counter at least 60 minutes prior to the flight departure.

Web Check-in

Please visit our website www.airindia.in and make selection of your seat on- line. On international sectors, a confirmation slip will be issued online and boarding pass will be issued / baggage accepted after verification of travel documents at the airport.

Advance Check-in

Advance check-in facility is available for passengers travelling from Mumbai to UK/Europe/USA on the same day and up to 0800 hrs on the next day.

The passenger needs to contact the Air India Building, Ground Floor, Nariman Point, Mumbai or the Air India Check in counters at Chattrapati Shivaji International Airport personally between 11am and 6pm with all the original passports, tickets and locked baggage.

BAGGAGE

Baggage Allowance - Domestic Services

The permitted baggage allowance on domestic sectors is as follows:

Cabin Class / Flight	**Baggage Allowance**
First Class	40 Kgs
Business Class	35 Kgs
Economy Class	25 Kgs
Infants in all Classes	10 Kgs

Remark: Maximum permissible weight per piece of baggage is 32 Kg on the entire Air India network.

Checked Baggage Allowance (USA and Canada) –Piece System

Piece Concept of Free Baggage Allowance on domestic sectors of Air India is permitted to passengers travelling to / from USA or Canada who are holding a through international ticket or a separate domestic ticket on our flights.

Please note that certain other Carriers have different baggage rules for travel within the USA/ India. It is advisable to check with your airline, in advance, for weight restrictions.

For 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 kgs. on Air India..

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. **Piece concept of baggage is applicable on select fare classes only.**

Infants not entitled to a seat are allowed one 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 Kgs. on AI flights.

Baggage Allowance - International Services

Free Checked Baggage Allowance (USA/Canada & Japan) - Piece System

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 kgs., on Air India.

Please note that certain other Carriers restrict weight to 23 Kgs., per piece for travel within the USA. It is advisable to check with your airline, in advance, for weight restrictions.

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.

Infants not entitled to a seat are allowed one 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.

- 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.

- 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 dependent upon.

- 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.

- **The maximum weight permissible for a single piece of baggage is 32 kgs. This rule is applicable on the entire Air India 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 Air India. Should the weight of any one piece exceed 32 kg., or dimensions exceed those prescribed, an additional charge may be levied.

ALLOWANCE FOR SPORTING EQUIPMENT

Domestic services

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 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, 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 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 additional ski kit will be charged normal excess baggage rate.

International services

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 1snowboard, 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&JAPAN

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.

HANDLING CHARGES FOR CARRIAGE OF ARMS /AMMUNITION

Domestic sectors :

As per Government of India regulations, a bonafide passenger can carry one licensed revolver or pistol or shotgun and fifty cartridges in registered baggage after declaring them at check- in and meeting all safety and security requirements. A prescribed form is to be filled in by the passenger and verified by the Airport Manager.

A handling charge of INR 5000/ (plus Service Tax) per fire-arm and /or 50 cartridges will be levied per passenger by Air India.

However, the following categories of passengers will be exempt from payment of handling charge:

- Serving personnel from Defense forces, Para military forces and Police travelling on duty and carrying an official movement order issued by their concerned department authorizing the carriage of weapon and / or ammunition for official purpose.

- Sportsman traveling either domestic or International for a competition or representing the country, provided they fulfill the following conditions :

- Identification document for the sportsman. Evidence of identity can be established by a photo identity card issued by a government agency or the sponsoring club.

- Valid license/authorization of fire arms and ammunition.
- Bonafide for carriage of arms and ammunition on the basis of a written document issued by the President or Secretary of the sports club sponsoring him/her for the shooting event.

For further details please contact our offices / Airports in advance.

International sectors

On our international sectors also the above rules will apply. However, at international stations, such carriage will also be subject to local laws and necessary permits.

On international sectors, Air India will levy handling charge of USD 100 (or equivalent amount plus local taxes) per fire-arm and /or 50 cartridges.

For further details please contact our offices / Airports in advance.

HAND BAGGAGE (CARRY-ON BAGGAGE)

Hand Baggage (Carry-on Baggage) is any baggage of the passenger other than checked baggage carried by the passenger in his custody in the cabin. Unchecked baggage carried on Air India aircraft is restricted to 1 single piece with dimensions not exceeding 55 cms.(22") x 40 cms.(16") x 20 cms (8") and weight of 12 Kgs in First & Business Class and 08 kgs in Economy Class.

All hand 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.

Due to security / operational reasons, the requirements may vary at certain stations.

Other items permitted as hand baggage are:

Ladies hand bag, overcoat or wrap, rug or blanket, camera or binoculars, reasonable amount of reading material for the flight, infant's feed / carrying basket if an infant is carried, collapsible wheel chair or pair of crutches or braces for passengers' use if dependent on them, a gift item purchased from airport duty free shop, walking stick, umbrella (folding type), feeding bottle, shaving kit excluding razor blade and straight razor, medicines required during the flight like asthma Inhaler etc., laptops, cell phones.

Hand Baggage Security Regulation:

As per the notice issued by the Bureau of Civil Aviation Security (BCAS), Government of India, passengers boarding an Air India aircraft will not be allowed to carry in their hand baggage or on person liquids, gels or aerosols which include beverages, shampoo, suntan lotion, creams, tooth paste, hair gels, hair spray, liquid cosmetics or any other items of similar consistency, exceeding 100ml, except medicines, inhalers accompanied by prescriptions and baby food.

These items will be carried in a clear transparent re-sealable one litre size plastic bag and will be subjected to the prescribed screening and security checks.

Duty free items purchased at the airport of departure in India will be permitted for carriage on the aircraft only if they are:

- Carried in uniquely identifiable bags (bearing the name of the Duty Free and the inscription "Duty Free Items") with a cash receipt attached to the bag.
- The Duty Free Shops are responsible for the safety and security screening of Duty Free items purchased by the passenger and will ensure they are delivered to the concerned passenger at the gate of the aircraft.

Power Banks/Batteries spare/loose, including lithium ion cells or batteries, for portable electronic devices must be carried in hand/carry-on baggage only.

If passengers are transferring to another flight at any point on the journey or at destination, or deplaning from the aircraft at a transit point, where they are required to go through security checks once again, duty free liquids, and gels exceeding 100ml and purchased in India will not be permitted. However, items purchased in that country, at the airport of departure will be permitted as per the local laws.

BAGGAGE TIPS

Improper carriage of baggage can put one through a lot of inconvenience. The following tips will be handy.

Make sure you know your free checked baggage / carry-on baggage allowance and latest restrictions on carriage of such items. 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 counters.

Do not carry packages with unidentified contents on behalf of other people. Make sure you carry medication, car/house keys on your person/ hand 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. Passengers are advised to carry such items in person or in their carry-on baggage.

If liquids/creams/oils must be carried in checked baggage, they must be packed in waterproof containers or properly secured by plastic bag. Broken glass containers and liquid spills inside a suitcase are not the responsibility of the airline.

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.

BANNED / RESTRICTED ITEMS

Certain items may or may not be permitted to be carried on person / in cabin baggage or in registered baggage while travelling on board our flights.

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

Given below is a list of items for general information. The list is not exhaustive and prevailing rules will apply.

ITEMS WHICH CANNOT BE CARRIED IN HAND BAGGAGE

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 Firearm

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

Explosive Materials:

Flare Guns, Gun Lighters and Gun Powder, Explosive material.

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, Strike anywhere matches, 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

LOSS OF BAGGAGE

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

Domestic services

Liability for loss of or damage to baggage on domestic sectors of Air India, 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 If the domestic travel is in conjunction with an International sector -The Warsaw Convention or the Montreal Convention may be applicable. 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 SDR 17 per kg. As per the MONTREAL CONVENTION the compensation is computed to a maximum of (Special Drawing Rights) SDR 1131 per passenger for loss/damage/delay of baggage.

International services

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 SDR 17 per kg. As per the MONTREAL CONVENTION the compensation is computed to a maximum of (Special Drawing Rights) SDR 1131 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.

DELAYED DELIVERY OF BAGGAGE

Domestic services

If baggage is delivered the following day / subsequently, 50 % of the amount towards purchase of casual /formal clothes like shirts, pants, night suits etc may be re-imbursed, subject to a maximum of INR 2000 /-.

International services

If delivery of baggage is delayed beyond 24 hours when a passenger is on a visit to a foreign country and has no access to their 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/-.

UNACCOMPANIED BAGGAGE

International services

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 on which flight the baggage will be carried.

It is mandatory to stick self-adhesive Air India labels both inside and outside each piece of baggage.

POLICY FOR CARRIAGE OF PETS

Domestic services

Small inoffensive pets such as dogs, cats, birds may be carried on domestic flights with advance arrangement and subject to Carrier's regulations.

The pets should be properly carried in soft ventilated bags/kennel in the prescribed size. (Kennel size not to exceed 18" x 18" x 12"). Maximum weight of pet should not exceed 5 kg including the container.

The pet must be properly muzzled and leashed. A moisture absorbent mat is placed under the pet / in the container. Pets will not be allowed to occupy a passenger seat. Pets should not cause contamination of the atmosphere in the pressurized cabin.

Maximum 2 animals- pets or service dog are permitted per aircraft, with the concurrence of the commander.

Pet will be carried at an additional charge and will not be included in free baggage allowance.

A trained service dog may be carried free of charge if the dog is trained to lead the blind passenger with impaired vision and dependent on such dog or the passenger with impaired hearing and dependent on the dog, provided this is medically established or supported.

Please contact our offices/Airport in advance**.**

International services

Animals such as dogs, cats, household birds and other pets when properly crated and accompanied by valid health and vaccination certificates, entry permits, and other documents required by countries of entry or transit will, with the advance agreement of carrier, be accepted for carriage, subject to Carrier's regulations.

Charges for the carriage of accompanied pets will be the normal excess baggage charges and animal and container are not allowed for pooling in the Free Baggage Allowance.

However, these pets may be carried free of charge if the dog is trained to lead the blind passenger with impaired vision and dependent on such dog or the passenger with impaired

hearing and dependent on the dog, provided this is medically established or supported. Dog if properly harnessed may be permitted to be carried in the cabin but cannot occupy a seat.

Pets will be accepted only when properly crated and accompanied by valid health and rabies vaccination certificates, entry permits and other documents required by countries of entry for transit Pets will be accepted at owner's risk and subject to requirements of the carrier.

Air India will not be responsible in the event such pets are refused entry into or passage through any country or territory.

The existing policy reiterated below will continue to apply to all International flights operated by Air India subject to the regulations of the country of destination and all en route transiting countries.

The existing policy:

Domestic pets such as dogs, cats and birds are permitted on Air India flights in the cabin or as checked in baggage depending on the regulations of the country of destination subject to the following conditions:

- Properly carried in soft ventilated bags/kennel in the prescribed size. (kennel size not to exceed 18" x 18" x 12")
- The pet must be properly muzzled and leashed and the weight of the pet including the container should not exceed 5kgs. Pet will be carried at an additional charge and will not be included in free baggage allowance.
- Valid health and rabies vaccination certificates.
- Entry permits and other documents required by countries of entry or transit.
- Pet accepted at owner's risk and Air India will not be responsible in the event of such pets being refused entry into or passage through any country or territory.
- The owner will be responsible for compliance with all governmental customs and health requirements, including quarantine arrangements at destinations.
- The owner will assume all the risks of injury, sickness or death of the pet accepted for carriage.
- A declaration indemnifying the airline will be obtained from the passenger
- The owner must ensure their pets meet the quarantine requirements. Pets may be subjected to quarantine at destination at the owner's expense. The quarantine period may vary and would be at the discretion of the vet authorities at destination.

A trained dog or a service dog to assist blind or deaf passengers will be carried free of charge in addition to the normal free baggage allowance.

Maximum 2 animals- pets or service dog are permitted per aircraft, with the concurrence of the commander.

Only one service dog per flight will be permitted.

Exceptions:

For flights to/from via London - pets are not permitted in the cabin or as accompanied baggage. For flights transiting Middle East - live birds will not be carried as accompanied baggage either in the cabin or in the hold. They may however be permitted as accompanied baggage ex India to the Gulf.

POLICY FOR CARRIAGE OF PETS ON INDIA – USA/CANADA - INDIA ROUTE

Carriage of pets will not be permitted on nonstop flight operated by Air India on the India – USA/Canada – India route. The only exception would be service dogs required to assist the blind or deaf, which may be carried in the cabin.

POLICY FOR CARRIAGE OF PETS INTO UK

Carriage of dogs/cats/pets and any other mammals in cabin of the aircraft is not permitted in UK, i.e., into or out of LHR or through LHR.

Carriage of dogs/cats/pets and other mammals are permitted under Airway bill only with prior intimation to LHR airport.

LOUNGE FACILITIES

On the domestic network, Air India offers Lounge facilities to Executive class passengers / select FFP club members at airports in Metro cities. On the international network, Air India offers lounge facilities to First Class, Executive Class passengers and select FFP club members Air India has its own lounges at London and New York.

These Lounges have newspapers & magazines, TV & video for entertainment, telephone, fax, Internet facility etc. Here, passengers can relax and have refreshments as they await the departure of their flights.

AIR INDIA FLYING RETURNS PROGRAMME

FFP Programme has 4 Tier Membership :

- Air India Flying Returns (Base Tier)
- Three elite Tiers – Silver Edge Club (SEC), Golden Edge Club (GEC) and The Maharajah Club (TMC) – created specially for our most frequent flyers.

Multiple opportunities to earn FR miles

Members earn FR Miles when flying on Air India, Air India code share flights, Air India airline partner's flights and when availing the services of Global Programme Partners which include some of the leading names in airlines, retail, lifestyle, car rental, telecommunication and publishing.

Automatic Recording of FR miles

Members must quote their Flying Returns membership number when making bookings on flights and with other programme partners; present the membership card at check-in to ensure

that the activities are recorded automatically. Members must ensure the name in the booking is exactly as it appears on the Flying Returns membership card.

To view all the activities recorded in the Flying Returns account kindly login to your account and visit the My Account section.

Log on to www.airindia.in >flying returns - for more information.

DENIED BOARDING, CANCELLATION AND DELAYS IN FLIGHTS

The scale of the facilities to be provided to the passengers by the airline due to denied boarding, cancellation of flight and delays in flight shall be governed by Civil Aviation Requirements (CAR), Section 3- Air Transport, Series 'M' Part IV-Issue I, Dated 6th August, 2010, Rev. 3, dated 27th Feb, 2019, which is as under :

"QUOTE"

3.2 Denied Boarding

3.2.1 When the number of passengers, who have been given confirmed bookings for travel on the flight and who have reported for the flight well within the specified time ahead of the departure of the flight, are more than the number of seats available, an airline must first ask for volunteers to give up their seats so as to make seats available for other booked passengers to travel on the flight, in exchange of such benefits/facilities as the airline, at its own discretion, may wish to offer, provided airports concerned have dedicated check-in facilities/gate areas which make it practical for the airline to do so.

3.2.2 If the boarding is denied due to condition stated at Para 3.2.1 to passengers against their will, the airline shall not be liable for any compensation in case alternate flight is arranged that is scheduled to depart within one hour of the original schedule departure time of the initial reservation. Failing to do so, the airline shall compensate the passengers as per the following provisions:

a) An amount equal to 200% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 10,000, in case airline arranges alternate flight that is scheduled to depart within the 24 hours of the booked scheduled departure.

b) An amount equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000, in case airline arranges alternate flight that is scheduled to depart more than 24 hours of the booked scheduled departure.

c) In case passenger does not opt for alternate flight, refund of full value of ticket and compensation equal to 400% of booked one-way basic fare plus airline fuel charge, subject to maximum of INR 20,000.

3.2.3 A passenger booked on connecting flights of the same airline or of the other airline, shall be compensated by the airline of the first flight for the first leg in accordance with the provisions of Para 3.2.2 of this CAR, when he has been delayed at the departure station on account of denied boarding, but has arrived at the final destination at least three hours later than the scheduled arrival time.

3.3 Cancellation of Flight

3.3.1 In order to reduce inconvenience caused to the passengers as a result of the cancellations of the flights on which they are booked to travel, airline shall inform the passenger of the cancellation at least two weeks before the scheduled time of departure and arrange alternate flight/refund as acceptable to the passenger.

In case the passengers are informed of the cancellation less than two weeks before and up to 24 hours of the scheduled time of departure, the airline shall offer an alternate flight or refund the ticket, as acceptable to the passenger.

3.3.2 Passengers who have not been informed as per the provisions contained in Para 3.3.1, or missed the connecting flight booked on the same ticket number of an airline, the airlines shall either provide alternate flight as acceptable to the passenger or provide compensation in addition to the full refund of air ticket in accordance with the following provisions:

a) INR 5,000 or booked one-way basic fare plus airline fuel charge, whichever is less for flights having a block time of up to and including 01 hour

b) INR 7,500 or booked one-way basic fare plus airline fuel charge, whichever is less for flights having block time of more than 01 hour and up to and including 02 hours.

c) INR 10,000 or booked one-way basic fare plus airline fuel charge, whichever is less for flights having a block time of more than 02 hours.

Additionally, the airline shall provide them facilities at the airport in accordance with Para 3.7.1 (a) in the event they have already reported for their original flight and whilst they are waiting for the alternate flight.

3.3.3 No financial compensation shall be payable to passengers who have not provided adequate contact information (email id or a phone number) at the time of making booking or when the ticket for firm travel on the selected flight is issued.

Airlines shall require travel agents to provide that information to the airline for operational purposes only. In respect of such passengers the airlines will either refund the ticket prices or make reasonable endeavour to make alternate travel arrangements as per the choice of the passengers. Additionally, in respect of such passengers who elect to travel to their destination on an alternate flight, the airline shall provide them with reasonable facilities during the period that they are required to wait at the airport for the alternate flights in accordance with Para 3.7.1 (a).

3.3.4 No such compensation shall be payable to any of the affected passengers in case the cancellations occur due to extraordinary circumstances beyond the control of the airline (as described in Para 1.4 and Para 1.5) even if all reasonable measures had been taken by the airline.

3.3.5 The refund of air ticket shall be made in accordance with CAR Section 3, Series M, Part II.

3.4 Delays in Flight

3.4.1 The airlines shall provide facilities in accordance with Para 3.7.1 (a) if the passenger has checked in on time, and if the airline expects a delay beyond its original announced scheduled time of departure or a revised time of departure. of:

a) 2 hours or more in case of flights having a block time of up to 2 ½ hrs; or

b) 3 hours or more in case of flights having a block time of more than 2 ½ hrs and up to 5 hours; or

c) 4 hours or more in case of flights not falling under sub-para (a) and (b) of Para 3.4.1.

3.4.2 When domestic flight is expected to be delayed for more than 6 hrs from the published scheduled time of departure or previously revised departure time (communicated more than 24 hours prior to original scheduled departure time), airlines shall offer an option of either an alternate flight within a period of 6 hours or full refund of ticket to the passenger.

3.4.3 When total delay is more than 24 hrs from the published scheduled time of departure or more than 6 hrs for flights scheduled to depart between 2000 and 0300 hrs, passenger shall be offered facility in accordance with the provisions of Para 3.7.1 (b) of this CAR.

3.4.4 An operating airline shall not be obliged to adhere to Para 3.7 if the delay is caused due to extra ordinary circumstances as defined in Para 1.4 and Para 1.5 which could not have been avoided even if all reasonable measures had been taken.

3.4.5 The burden of proof concerning the questions as to whether and when the passenger has been informed of the delay of the flight shall rest with the operating airline.

Mode of Compensation

The compensation referred as above shall be paid in Cash (Subject to availability), by bank transfer or with the signed agreement of the passenger in the form of travel vouchers.

"UNQUOTE"

In case your requirements with regard to the DGCA CAR have not been properly addressed, the matter can be referred to the following officials:

Nodal Officer:

Mr. Rajneesh Srivastava
Sr. Manager- Customer Services
Air India
2nd Floor, Main Reservation Building,
Safdarjung Airport, New Delhi – 110003

Board Line : 011 2466 7100 Extn 7517
Direct Line : 011 2466 7517
E mail Address : connectd@airindia.in

Appellate Authority:

Ms. Divya Mohan
Executive Director – Customer Services
Air India
1st Floor, Main Reservation Building,
Safdarjung Airport, New Delhi – 110003

Board Line : 011 2466 7100 Extn 7501
Direct Line : 011 2465 5364
E mail Address : ed.cs@airindia.in

PASSENGER SERVICES

All assistance is provided at station of Origin, Transit stations and at destination to following passengers:

Wheelchair Passenger

Wheel Chairs are provided to passengers with prior confirmation. Wheelchair passengers are of two categories:

- Non- ambulatory passengers i.e. passengers totally dependent on wheelchairs.
- Ambulatory passengers i.e. passengers who can walk with assistance.

Non ambulatory passengers who are completely immobile **must** be cleared by the Air India 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.

Expectant Mothers

An expectant mother may be accepted for travel up to and including the 32nd 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'.

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.

Unaccompanied Minors

Children up to the age of 12 years who are travelling alone, 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 Air India staff assist the child on departure, at transit stations and at destination.

NON- SMOKING FLIGHTS

All Air India flights are non-smoking, to comply with ICAO Resolution.

IN-FLIGHT SERVICES

Domestic services

Most of our aircraft are equipped with modern in-flight entertainment system that provides choice of audio and video channels.

Refreshments /meals /beverages are generally provided on board from available options, depending upon timing / duration of flight.

Local language / English / Hindi newspapers and in flight -magazines are available on most flights for leisurely reading.

International services

Passengers can enjoy 350 hours of audio video on demand. There is something for each and every passenger – movies, games, news and music. State-of-the-art Thales i500 in-flight entertainment system, which provides high noise immunity, makes travelling on the long haul flights a pleasure. A USB port in all classes enables passengers to connect electronic devices, e.g. digital camera, keyboard, MP3 player and mobile phone.

Indian newspapers and magazines as well as English/ American publications are available on board. Newspapers in German, French, Italian and Japanese are also available on relevant routes. For children - comics, special books and games are available on board.

Refreshments/meals/beverages/drinks are generally provided on board from available options- as per timing / duration of flight. There is also a limited selection of baby food on board.

GRIEVANCE AND COMPLAINT HANDLING SYSTEM

A simplified and convenient procedure is in place for receipt and acknowledgement of grievance, complaints and feedback.

How to reach us:

1. You can login on to our website www.airindia.in>contact us >customer support> feedback form. On submission of the feedback form, an automated acknowledgement bearing a "Unique Reference Number" will be instantly generated. Facility also exists to view the status of the feedback with the help of this unique reference number.

2 You can also contact any of our Regional Customer Service Offices for Redressal of your grievance/complaint. To ensure efficacy, the Customer Services offices have been primarily divided into various Regions as per the List of Stations under their respective purview. (Refer our website www.airindia.in >contact us >contact details).

India & SAARC Countries*:*

Eastern Region	:	connecter@airindia.in
Northern Region	:	connectnr@airindia.in
Southern Region	:	connectsr@airindia.in
Western Region	:	connectwr@airindia.in

East Asia and Australia, Gulf, Middle East & Africa, USA & Canada, UK & Ireland, Europe, Russia : connecti@airindia.in

3. Suggestions / complaints can also be made at all our Reservation Offices / Airports on the suggestion forms available at these locations.

4. While flying, you can fill up the feedback forms available on board and hand over the same to our cabin crew.

Redressal System:-

All complaints are acknowledged within 03 working days and an endeavor is made to send a final reply within 21 working days. In case any further investigations are required, which may take longer time, efforts are made to resolve the same within the shortest possible time frame.

In case you feel that your complaint/ grievance has not been properly addressed, you may contact the following officer of Air India:

Ms. Divya Mohan
Executive Director –Customer Services
Air India

1st Floor, Main Reservation Building,
Safdarjung Airport, New Delhi – 110003

Board Line : 011 2466 7100 Extn 7501
Direct Line : 011 2465 5364
E mail Address : ed.cs@airindia.in