



**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 Klaus Goersch, 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 8 November 2024, Air India's fleet comprises 138 aircraft, including 6 A350-900, 48 A320neo, 7 A320ceo, 4 A321neo, 13 A321ceo, 6 A319, 27 B787-8, 8 B777-200LR, and 19 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.

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 over 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 starts with 27 narrowbody Airbus A320neo aircraft, followed by 40 widebody Boeing aircraft.

The upgradation of the full narrowbody fleet is expected by the middle of 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.

## **OUR NETWORK**

As on 8 November 2024, Air India's extensive global network spans 29 countries across five continents, connecting India with cities in North America (U.S. and Canada), Europe (including United Kingdom), Asia Pacific, Australia, Africa, and the Gulf. The airline flies to 44 destinations within India and 35 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 8 November 2024, Air India has codeshare partnerships with these 16 carriers:



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

1. AccesRail
2. Aegean Airlines
3. Aeroflot
4. Aerolineas Argentinas
5. Air Astana
6. Air Austral
7. Air Canada
8. Air China
9. Air Europa
10. Air France
11. Air Macau
12. Air Malta
13. Air New Zealand
14. Air Niugini
15. Air Seychelles
16. Air Tanzania
17. Alaska Airlines
18. American Airlines
19. Austrian Airlines
20. Azerbaijan Airlines
21. British Airways
22. Bangkok Airways
23. Biman Bangladesh Airlines
24. Brussels Airlines
25. Cathay Pacific
26. Caribbean Airlines
27. China Airlines
28. China Eastern Airlines
29. China Southern Airlines
30. Condor
31. Copa Airlines
32. Delta Air Lines
33. El Al
34. Emirates
35. Etihad Airways
36. Fiji Airways
37. Finnair
38. German Rail
39. Gulf Air
40. Hahn Air
41. Hainan Airlines
42. Hong Kong Airlines
43. Iberia
44. Icelandair
45. ITA Airways
46. Japan Airlines
47. JetBlue
48. Jetstar
49. JetStar Asia
50. Juneyao Airlines
51. Kam Air
52. Kenya Airways
53. KLM Royal Dutch Airlines
54. Korean Air
55. Kuwait Airways
56. Madagascar Airlines
57. Malaysia Airlines
58. MIAT Mongolian Airlines
59. Middle East Airlines
60. Myanmar Airways International
61. Nepal Airlines
62. Oman Air
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 a majority of its narrowbody 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 intends to soon launch on board Wi-Fi internet connectivity for all guests, starting with its Airbus A350 fleet.

## **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* 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.

## **FLYING RETURNS**

- Air India's Flying Returns loyalty programme boasts a long history, launched in 1994. 30 years later, under the airline's new ownership, Flying Returns has undergone a monumental transformation. Air India launched a redesigned Flying Returns programme in April 2024, as part of which the 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.

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