

Manual – 15

(erstwhile Air India)

Particulars of facilities available to citizens for obtaining Information [Section 4(1)(b)(xv)]

1800 22 77 22 is the common toll free number to access AI Reservations from MTNL/BSNL landlines within India.

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| Call Centre Location | Mumbai |
| Telephone Number | 022 2548 9999 |
| Fax Number | 022 2548 9988 |
| Region from where call Centre is accessible | Western India |
| Email address | call.bom@airindia.in |

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|---|--|
| Call Centre Location | Delhi |
| Telephone Number | 0124 234 8888 |
| Fax Number | 0124 234 8899 |
| Region from where call Centre is accessible | Northern / Eastern India |
| Email address | call.del@airindia.in |

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|---|--|
| Call Centre Location | Bangalore |
| Telephone Number | 080 2554 8888 |
| Fax Number | 080 2551 8899 |
| Region from where call Centre is accessible | Southern India |
| Email address | call.blr@airindia.in |

In-house International Call Centre handling calls from UK/USA/CA

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| Call Centre Location | UK |
| Reservations number | 0208 560 9996 |
| Fax Number | 22840113 22840112 |
| Direct line/Extn. | 22796959 22796955 |
| Email address | rescentre@airindia.in BOMCSAI |

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|----------------------|---------------------------------|
| Call Centre Location | USA |
| Reservations number | 1800 223 7776, 1888 359 2412 |

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|----------------------|--|
| Fax Number | (Toll Free Number) |
| E-fax for US psgrs | 22840113 |
| | 212 656 1858 |
| | 22840112 |
| Direct line/Extn. | 22796959 |
| | 22796955 |
| Email address | rescentre@airindia.in |
| | BOMCSAI |
| Call Centre Location | CANADA |
| Reservations number | 1800 625 6424 |
| Fax Number | (toll Free Number) |
| Direct line/Extn. | 22840113 |
| Email address | |

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(erstwhile Indian Airlines)

1. In respect of flights operating with IC Code (erstwhile Indian Airlines) the services of Centralized Call Centre through Toll Free Number 1800-180-1407 are available on 24 x 7 basis to MTNL/BSNL users on all India basis.

For non MTNL/BSNL users, services can also be obtained by dialing 1407. (Local call from Delhi/Mumbai/Kolkata/Chennai/Hyderabad & Bangalore and STD from the remaining cities). The Centralized Call Centre provides information with regard to Arrival/Departure/Reservation Status, Tele-check-in etc.

2. No Library or reading room is being maintained for public use. However, a facilitation counter is functioning on all working days from 3.30 pm to 4.30 pm at the following locations for receipt of applications under the Act:-

Airlines House,
113, Gurudwara Rakabganj Road
New Delhi – 110 001.

Airlines House
39, Chittranjan Avenue
Kolkata – 300 012.

IGI Airport, Terminal – I,
New Delhi – 110 037.

Airlines House
Meenabakkam
Chennai – 600 027.

Chhatrapati Shivaji
International Airport,
Mumbai – 400 099.

AI Engg. Complex
Begampet, Police Lines,
Hyderabad – 500 016.