



Dear Travel Partner,

We write to you in a moment of great sorrow for everyone at Air India. The tragic accident involving Flight AI171 on June 12, 2025, which resulted in the loss of passengers, crew members, and individuals on the ground, has deeply impacted us all. Our thoughts remain with the families who have suffered unimaginable loss.

As we continue to provide all possible support to the next of kin, we are also working closely with relevant authorities to determine the cause of this tragedy. We are committed to keeping you informed as we move through this difficult period.

Since assuming leadership of Air India in 2022, our foremost priority has been safety. In light of the recent event, and in the interest of transparency, we would like to share the following information with you:

🔪 **Our Crew :** Flight AI171 was led by Captain Sumeet Sabharwal, a Line Training Captain with over 10,000 hours flying widebody aircraft. First Officer Clive Kunder, who had over 3,400 hours of flying experience, supported the flight. Both were highly trained, capable professionals.

🔪 **Our Aircraft :** The plane was well-maintained, with its last major check in June 2023 and the next scheduled for December 2025. Its right engine was overhauled in March 2025, and the left engine was inspected in April 2025. Both the aircraft and engines were regularly monitored, showing no issues before the flight.

These are the verified facts at present. Like the rest of the aviation industry, we await the findings of the official investigation to better understand the cause.

Arising from this tragedy, and as directed by the Directorate General of Civil Aviation (DGCA) on June 14, 2025, we have been conducting thorough safety inspections on our 33 Boeing 787 aircraft. So far, inspections have been completed on 26 and these have been cleared for service. The remaining aircraft are currently in planned maintenance and will have these additional checks done before being released into service. Following the review, the DGCA has confirmed that our Boeing 787 fleet and maintenance processes fully meet safety standards.

However, the extended time required for these checks, along with heightened caution, restrictions in Middle Eastern airspace, and certain airport limitations, have unfortunately led to a higher-than-usual number of cancellations on long-haul routes.

As a proactive measure, we are also applying these enhanced checks to our Boeing 777 fleet. Given the operational implications, we have decided to temporarily reduce international widebody flying by approximately 15%, effective June 21, 2025 till July 15, 2025. This will allow us to build greater aircraft resilience into the system and ensure operational stability.

We recognise the potential impact this may have on travel plans for your customers and corporate accounts. We are committed to notifying affected passengers and offering them the choice of:

- **Rebooking on alternate flights at no extra cost**
- **Rescheduling without penalty**
- **A full refund**

For further details, kindly refer to Air India's IRROPS Policy on the website.

We are truly grateful for your continued support and partnership during this time. We remain steadfast in our focus on safety and transparency, and we appreciate your patience as we navigate this extraordinary situation.

For any assistance or clarification, please get in touch with the Air India Sales Team.

Warm regards,

Nipun Aggarwal  
Chief Commercial Officer  
Air India



Details of the  
flights affected  
are as follows:



## 1. Routes suspended until 15 July 2025:

Delhi-Nairobi (AI961/962) – 4x weekly flights\*

Amritsar-London (Gatwick) (AI169/170) – 3x weekly flights

Goa (Mopa)-London (Gatwick) (AI145/146) – 3x weekly flights

\*Suspended until 30 June.

## 2. Routes with reduced frequency until 15 July 2025:

### North America

Delhi-Toronto: Reduced from 13x weekly to 7x weekly

Delhi-Vancouver: Reduced from 7x weekly to 5x weekly

Delhi-San Francisco: Reduced from 10x weekly to 7x weekly

Delhi-Chicago: Reduced from 7x weekly to 3x weekly

Delhi-Washington (Dulles): Reduced from 5x weekly to 3x weekly

### Europe

Delhi-London (Heathrow): Reduced from 24x weekly to 22x weekly

Bengaluru-London (Heathrow): Reduced from 7x weekly to 6x weekly

Amritsar-Birmingham and Delhi-Birmingham: Reduced from 3x weekly to 2x weekly

Delhi-Paris: Reduced from 14x weekly to 12x weekly

Delhi-Milan: Reduced from 7x weekly to 4x weekly

Delhi-Copenhagen: Reduced from 5x weekly to 3x weekly

Delhi-Vienna: Reduced from 4x weekly to 3x weekly

Delhi-Amsterdam: Reduced from 7x weekly to 5x weekly

### Australia

Delhi-Melbourne and Delhi-Sydney: Reduced from 7x weekly to 5x weekly

### Far East

Delhi-Tokyo (Haneda): Reduced from 7x weekly to 6x weekly

Delhi-Seoul (Incheon): Reduced from 5x weekly to 4x weekly\*\*

\*\*To operate 3x weekly from 21 June to 5 July, and 4x weekly from 6 July to 15 July.