

IN THE SUPREME COURT OF INDIA
WRIT PETITION (PUBLIC INTEREST LITIGATION)
CIVIL WRIT PETITION NO. _____ OF 2025
(Under Article 32 of the Constitution of India)

IN THE MATTER OF:

AJAY BANSAL

...Petitioner

VERSUS

UNION OF INDIA & ORS.

... Respondents

PAPER – BOOK

(FOR INDEX - KINDLY SEE INSIDE)

WITH

I.A . No. of 2025

An Application for Exemption from notarized Affidavit

Advocate for Petitioner : Mr. Kuldip Singh

INDEX

<u>Sl. No.</u>	<u>Particulars of documents</u>	<u>Page No. of part to which it belongs</u>		<u>Remarks</u>
		Part 1 (Contents of Paper book)	Part II (Contents of file alone)	
(i)	(ii)	(iii)	(iv)	(v)
1.	Court fees			
2.	Office report on limitation	A		
3.	Listing Proforma	A1-A2	+	
4.	Cover Page of Paper Book		A-3	
5.	Index of Record Proceedings		A-4	
6.	Defect List		A-5	
7.	Note Sheet		A-6	
8.	Synopsis & List of Dates	B- E		
10	WRIT PETITION CIVIL(PIL) UNDER ARTICLE 32 OF THE CONSTITUTION OF INDIA ALONGH WIT SUPPORTING AFFIDAVIT	1-21		
11	Appendix Article 32 of the Constitution of India			
12	Annexure P-1 A true Copy of the e paper cutting of Times of India/ Industry dated 26.08.2023	22-38		
13	Annexure P-2	39-41		

	A true copy of Complaint of the Petitioner dated 12.06.2025			
14	Annexure P-3 A true copy of Email dated 12.06.2025	42-44		
15	I.A. No. OF 2025 An Application for Exemption from notarized Affidavit	45-46		
16	V/A	47		
17	Authority letter	48		
18	Filing index	49		

Mr. Kuldip Singh

Advocate On Record

CC No 1389

Mob -9312507887

B

BRIEF SYNOPSIS

The present civil writ petition is being filed under article 32 of the Constitution of India by the petitioner who is a practicing advocate in Supreme Court. The petitioner being an enlightened citizen strongly believes in the rule of law and seeks protection of the fundamental rights as enshrined in article 19 of the Constitution of India and the present petition has been preferred to secure the fundamental right to life and personal liberty of public include all the Air traveler's for effective enforcement of the mandatory regulatory rules and regulation as mandated for flying commercial planes international routes.

The present public interest petition raises substantial questions of law of general public importance and needs urgent consideration of this Hon'ble court, which are as follows;

- A. Whether the respondent authorities are not bound to take immediate steps to protect the fundamental rights of the citizens, including the rights granted under article 21 of the Constitution of India?
- B. Whether the short term and long-term measures are not required to be taken to protect the rights and life of the

C

citizens of India whose right is put at risk by airlines operating such fleet of aircraft which does not meet security and scientific checks ?

LIST OF DATES

2023	As per reports published in the past years, it is evident that there has been lapses appears in scientifically checks as required by DGCA. A news article appeared in The Economic Times e-paper published on Aug. 25, 2023 under the heading; <u>“DGCA Inspection Finds Lapses in Air India’s Internal Safety Audit”</u> , which speaks volume of discrepancies in operating such aircrafts which causes serious threat to all air travellers and public in general who has to travel for their personal and business purposes but their life is put at risk because of non compliance of all norms and guidelines issued by DGCA and other authorities.
20.5.2025	The Petitioner on May 20, 2025, has traveled on Flight AI 127 from Delhi to Chicago in Business

D

	<p>Class and found that the in-flight entertainment system was entirely non-functional, and seat's mechanical functions were not operating properly. This was both uncomfortable and unacceptable and an issue was raised since it was long flight of about 18 hours.</p>
12.06.2025	<p>The recent tragic crash of an Air India Boeing aircraft on the Ahmedabad–London route has compounded concerns of petitioner as number of Videos been circulated on social media qua widespread malfunctions of cabin systems and substandard service long before this accident. These reports, coupled with petitioner own negative experience, have shattered confidence in the safety, reliability, and service standards of Air India.</p> <p>Although some of the Indian citizens, have always preferred Air India out of patriotic loyalty, ongoing technical failures as against the superior service protocols and often lower fares of other international airlines, but citizens of</p>

E

	<p>India cannot be made to suffer because of lack of proper security checks.</p> <p>Today heart of every Indian Citizen crying alongside entire nation over the unfathomable loss of 241 passengers and crew members and number of aspiring doctors taking their food in the mess as their lives has been cut short by what appears to be a failure or negligence in security and scientific checks. No words can erase huge loss of precious lives, pain and sufferings of their respective families and entire nation stand with them in this mourning and look for urgent pursuit of accountability.</p>
14.06.2025	Hence the present civil writ petition.

IN THE SUPREME COURT OF INDIA
WRIT PETITION (PUBLIC INTEREST LITIGATION)
(CIVIL) NO. _____ OF 2025

IN THE MATTER OF:

<u>S.NO</u>	<u>Particular</u>	<u>Detail</u>
<u>1</u>	AJAY BANSAL S/O LATE SHRI HARGOPAL BANSAL Advocate, Supreme Court of India 12, Central Lane, Bengali Market, New Delhi-110001	Petitioner

VERSUS

1	UNION OF INDIA Through the Secretary, Ministry of Civil Aviation, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi-110003	Respondent No. 1
2	DIRECTORATE GENERAL OF CIVIL AVIATION (DGCA)	Respondent No.2

	Opposite Safdarjung Airport, New Delhi–110003	
3	AIR INDIA LIMITED Through its Chairman & Managing Director, Hansalaya Building, 5 th Floor 15 Barakhamba Road New Delhi–110001	Respondent No.3
4	BUREAU OF CIVIL AVIATION SECURITY (BCAS) Ministry of Civil Aviation, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi– 110003	Respondent No.4

TO

**THE HON'BLE CHIEF JUSTICE OF INDIA AND HIS
HON'BLE COMPANION JUSTICES OF THE
SUPREME COURT OF INDIA.**

**THE HUMBLE PETITION OF THE PETITIONER
ABOVE NAMED**

MOST RESPECTFULLY SHOWETH:

**PETITION UNDER ARTICLE 32 OF THE CONSTITUTION
OF INDIA SEEKING INTERIM AND PERMANENT
DIRECTIONS TO ENSURE AIR SAFETY AND SERVICE
STANDARDS IN RESPECT OF AIR INDIA LIMITED**

I. Public Interest Litigation

1. This Public Interest Litigation is filed in the public interest by Ajay Bansal, Advocate, Supreme Court of India, invoking the writ jurisdiction under Article 32 of the Constitution, to secure the fundamental right to life and personal liberty (Article 21 of the Constitution of India) of air travelers, and to enforce the mandatory regulatory framework under the Aircraft Act, 1934 ("Act") and Aircraft Rules, 1937 ("Rules"), as well as relevant Civil Aviation Requirements ("CARs").

2. The present petition challenges systemic failures in maintenance, functionality and passenger services on Air India flights, as evidenced by the recent tragic Ahmedabad-London crash, and the Petitioner's own Business Class journey on AI 127 (DEL-ORD) on 20 May 2025, where seats, in-flight entertainment and air-conditioning were non-functional. The Petitioner's documented grievances and the Respondent-Carrier's inadequate redress demonstrate an urgent need for stricter guidelines, enforcement and, where necessary, grounding of unfit aircraft is required as an urgent measure to stop check further escalation of such incidents.
3. The petitioner has preferred the instant PIL without any private interest. The petitioner would not have any personal pecuniary gain by filing the instant petition, which is solely in public interest.
4. If the directions as sought in the instant petition are issued by this Hon'ble Court, the same may also redress the public injury and would be towards enforcement of statutory and public duty of the official Respondents.

5. The petitioner submits that the Aircraft Act, 1934 (“Act”) and Aircraft Rules, 1937 (“Rules”), as well as relevant Civil Aviation Requirements (“CARs”), Rules, Regulations, Guidelines, Statutory provisions are not being followed for running commercial flights.

FACTS OF THE CASE

6. That Air India is one of India’s oldest airline operators, earlier owned by the Government of India, conducting domestic and international scheduled services under an Air Operator’s Certificate granted by DGCA under Rule 134 of the Rules and later on taken over by renowned industrial giant known as TATA Group, which has finally acquired AI on Jan 27, 2022 whereas the deal was materialized on Oct. 8, 2021.
7. That as per reports published in the past years, it is evident that there has been lapses appears in scientifically checks as required by DGCA. A news article appeared in The Economic Times epaper published on Aug. 25, 2023 under the heading;

“DGCA Inspection Finds Lapses in Air India’s Internal Safety Audit”

“According to the inspection report submitted to the DGCA, the airline was supposed to carry out regular safety spot

checks in various areas of operations such as cabin surveillance, cargo, ramp and load but during a random inspection of 13 safety points, the team found that the airline prepared false reports in all 13 cases.

New Delhi: A two-member inspection team of the Directorate General of Civil Aviation (DGCA) has found lapses in internal safety audits of Air India and the regulator is probing the matter, according to officials. When contacted, an Air India spokesperson said that all airlines are subject to regular safety audits by regulators and other bodies.

"Air India actively engages in such audits to continually assess and strengthen our processes," the spokesperson said in a statement and added that the airline directly addresses any matters raised with the authority concerned. According to the inspection report submitted to the DGCA, the airline was supposed to carry out regular safety spot checks in various areas of operations such as cabin surveillance, cargo, ramp and load but during a random inspection of 13 safety points, the team found that the airline prepared false reports in all 13 cases.

"Moreover, when cross-verified with CCTV, recordings, auditee statements, shift register documents, GD (General Declaration) list, passenger manifest etc, it is understood that all the aforesaid 13 spot checks shown to be carried out in stations Mumbai, Goa and Delhi were verified and were established to have not been actually performed," the two-member team said in the 'Deficiency Reporting Form' (DRF). The inspection found that the these reports "were subsequently prepared/falsified when demanded by the DGCA team".

Further, the inspection report noted that these forged spot check reports were not signed by the Chief of Flight Safety (CFS) who has the authority to do it. The team visited Air India's office in Gurugram in Haryana on July 25 and 26,

and after inspection, they mentioned about the lapses in the DRF.

When contacted, DGCA Director General Vikram Dev Dutt said the matter is being investigated by the regulator. According to the inspection report, the checklists were physically signed by an auditor from the Quality Management System (QMS) Department which does not fall under the approval and inspection scope of the DGCA and has different eligibility criteria/qualification industry standards.

The inspection report said the team did not find any written communication for the delegation of authority to the auditor. "Also other than verbal confirmation by CFS, there were no email correspondences and authorization by the CFS for the aforementioned sport checks," it said.

As per the inspection report, regarding the Pre-Flight Medical Examination (alcohol consumption test of pilots), Air India claimed that it carried out the spot check but the team found that the airline's internal auditor "had not physically visited the facility which is mandatory to satisfy many items of the checklist". "Also, the equipment details and test readings have not been noted on the checklist. Merely, all the points have been marked as satisfactory without actually performing the spot check," it said. With respect to ramp services, the inspection team found that the airline's spot check list mentioned the name of a person as the duty officer but there was no such person in the said shift.

"It has also been confirmed by the auditee department that there were no spot checks carried out on the subject date in the said area. Merely, all the points have been marked as satisfactory without actually performing the spot check," it said.

As far as spot check in cabin surveillance was concerned, the inspection team found that the airline claimed to have done it

on July 16, 2023, but it was not done and "the claimed auditor was merely travelling in the said flight as a passenger with family members".

Further, the inspection team said the airline was unable to provide the flight safety auditors list on time.

"Subsequently, the list was only provided at the end of the inspection which included the auditors of QMS as well whose qualification/eligibility is different from that stipulated in the FSM (Flight Safety Manual). As the QMS does not come under the ambit of DGCA, the CAR (Civil Aviation Requirements) doesn't specify the qualifications of the QMS auditors," the team said.

Further, the operator was unable to provide the actual flight safety auditors' list and their authorisations when sought by the inspection team to differentiate the flight safety from the QMS auditors, it added.

"All aviation companies, including Air India, are subject to regular safety audits by regulators and other bodies both in India and overseas. "Air India actively engages in such audits to continually assess and strengthen our processes. We directly address any matters raised with the authority concerned," the Air India spokesperson said in the statement."

The true copy of the paper cutting of times of India /industry dated 26.08.2023 is Annexed as **Annexure P-1 page (to)**

8. That the respondents should be directed to place all reports and checks pertaining to running of all commercial planes as mandated under DGCA rules and regulations for the perusal of this Hon'ble Court as it is apparent that these planes are not

fulfilling all the norms which has resulted into such a grave incident.

PETITIONER RECENT EXPERIENCE

9. That On 20 May 2025, the Petitioner and his wife Ms. Veena Bansal travelled in Business Class on AI 127 from Delhi to Chicago (PNR TA3IGB). The seats (Nos. 12A & 12C) failed to recline properly, the seat-back entertainment systems were entirely non-functional, and air-conditioning did not work until cruising altitude. Apart from that the petitioner has found that 3 business class seats were not at all working properly in the same flight and one couple who was travelling in Business class and were not at all aware of their right since first time traveler having been invited by their kids settled abroad were initially made to sit separately but upon having a word with cabin crew, they were given made to sit together which was not in good taste and contrary to guidelines meant for flying operations.
10. The Petitioner immediately lodged formal complaints via email (Case #22520634), attaching screenshots of the inoperative systems and contemporaneous correspondence with Air India Helpdesk. DGCA-mandated Vista streaming

service was unavailable. After repeated follow-ups, Air India offered a meagre goodwill compensation of INR 10,000, admitted partial fault for one seat only, and declined any further remedy. The true copy of the complaint of Petitioner dated 12.06.2025 is Annexed as **Annexure P-2** page (**to**)

11. That on June 12, 2025, a Boeing 777 of Air India operating Ahmedabad–London flight suffered a catastrophic crash, killing 241 persons on board. Preliminary reports indicate multiple maintenance lapses. Media reports and social-media videos highlight chronic non-functionality of cabin equipment and engineering delays.
12. That Air India's service and safety failures jeopardize passenger lives and comfort, contravene DGCA safety audits, and breach statutory duties under the Act (Section 5 & 7) and Rules (Chapter VI-A on airworthiness and accident investigation).
13. That the petitioner's heart cry alongside entire nation over the unfathomable loss of 241 passengers and crew members and number of aspiring doctors taking their food in the mess as their lives has been cut short by what appears to be a

failure or negligence in security and scientific checks. No words can erase huge loss of precious lives, pain and sufferings of their respective families and the petitioner alongwith entire nation stand with them in this mourning and look for urgent pursuit of accountability.

14. That the petitioner has expressed its profound dissatisfaction with recent experiences aboard Air India and to demand corrective action be email sent on 12th June 2025 repeating and reiterating grievances of his travel experience despite having been taken over by Tata Group. The petitioner submits that all planes which lacks a single iota of discrepancies should be immediately withdrawn from flying operations because no words of grief can fill the vacuum in the life of deceased innocent persons.
15. That there are number of reports on social media qua whistle blowers who has narrated certain stories qua manufacturers of “Boeing” planes which if proven correct would warrant immediate withdrawal of all Boeing planes and the respondents are required to investigate all such technical aspects comparable to modern security checks as no one can

bring back happiness in the life of the deceased families, thus requires interference of this Hon'ble Court.

16. That the recent tragic crash of an Air India Boeing aircraft on the Ahmedabad–London route has further compounded concerns of general public. Videos circulating on social media document widespread malfunctions of cabin systems and substandard service long before this accident. These reports, coupled with petitioner own negative experience, have shattered public confidence in the safety, reliability, and service standards of Air India and requires deeper prove.
17. That although number of Indian citizens like petitioner have preferred Air India out of patriotic loyalty, ongoing technical failure despite the superior service protocols and often lower fares of other airlines but they have been made to suffer on account of non standard plane put in operation.
18. That as per reports, the pilot in command of Ahmedabad London flight appears to have said repeatedly code “May Day” which means save us all gone as no thrust available which proves lack of security and scientific checks or planes are not meeting all standards required for flying international routes.

II. QUESTIONS OF LAW

That the present petition raises important issue for consideration of this Hon'ble Court as under;

- C. Whether the respondent authorities are not bound to take immediate steps to protect the fundamental rights of the citizens, including the rights granted under article 21 of the Constitution of India?
- D. Whether the short term and long-term measures are not required to be taken to protect the rights and life of the citizens of India whose right put at risk by airlines operating such fleet of aircraft which does not meet security is and scientific checks ?

III. DECLARATION IN TERMS OF RULE 2 (2):

The Petitioners state that no other such or similar petition seeking similar leave to appeal has been filed by the petitioner before this Hon'ble Court or any other Court(s).

IV. DECLARATION IN TERMS OF RULE 4:

The Annexure P-1 to P- produced along with public interest Civil Writ Petition are true copies of the pleadings / documents which formed part of the records of the case in the

Court below against whose order the leave to appeal is sought for in this petition.

IV. GROUNDS

In the aforesaid circumstances, the Petitioner is invoking writ jurisdiction of this Hon'ble Court solely in public interest on the following amongst other grounds which are taken without prejudice to one another-

- A.** Because there is gross violation of Article 21 i.e. Right to Life and Personal Liberty as envisaged in the Constitution of India as the safety and security of all air passengers is subsumed within "life" under Article 21, which requires urgent attention of this Hon'ble Court as considered in various authoritative pronouncements. Refer- (Union Carbide v. Union of India, 1989 (1) SCC 674) wherein it has been observed by this Hon'ble Court that Chronic maintenance failures infringe this right.
- B.** Because this amounts to breach of Statutory Duties Under the Aircraft Act & Rules as the Act empowers the Central Government to prescribe conditions for safe operation and under various Rules include Rule 30 & 134 mandates

airworthiness and fitness checks periodically whereas in the present case, Air India's lapses show non-compliance of the same.

- C.** Because the Act mandates periodic safety audits and passenger facilities on international flights, which are not being adhered resulting in such major accident causing loss of not only 241 passengers but their respective families and extended families and friends as well loss of various aspiring doctors.
- D.** Because there is Inadequate Enforcement of all rules and regulations by DGCA and BCAS which is evident from reports published on certain occasions but failed any concrete action by the concerned authorities.
- E.** Because as is evident from news article appearing in the economic times under the head "DGCA Inspection Finds Lapses in Air India's Internal Safety Audit" however despite DGCA audits citing lapses, it appears that no robust corrective directive or penal action was taken.
- F.** Because BCAS mandates security and safety screening; systemic maintenance gaps evade both bodies' oversight. It has become routine in number of aircrafts of Air India

operating in India and abroad wherein air conditioner not working for an hour when passengers are made to board and sit without air conditioner working which works only when the plane has flown and achieved its flying height which shows mandatorily procedures are not adhered to and requires stronger and stringent security checks.

G. Because there are number of precedent's for such Public Interest causes where this Hon'ble Court has come forward and issued guidelines for public safety viz in transportation sectors in MC Mehta v. Union of India (1987 (1) SCC 395) by various judgments and authoritative pronouncements.

H. Because there is need to follow strictly all rules, regulations, guidelines as enshrined in , Aircraft Act, 1934 , Aircraft Rules, 1937, (DGCA directions), Civil Aviation Requirements (CAR), Air Safety & related Advisory Circulars, International Conventions—Montreal Convention 1999 (carrier's duty of care).

V. GROUND'S FOR INTERIM RELIEF:

i. The Petitioner crave leave of this Hon'ble Court to rely upon and refer to the facts, circumstances and grounds

raised in this Petition, which are not reproduced here for the sake of brevity.

VI. PRAYER

The Petitioner most humbly prays that this Hon'ble Court may graciously be pleased to:

- i. Issue a writ of Mandamus or appropriate directions directing the Respondents to formulate and notify, within four weeks, fresh mandatory guidelines for Air India's and other airlines's scheduled international and domestic operations, prescribing stringent and periodic functional checks of all cabin equipment (seats, entertainment, climate control), engines, airframes and ancillary systems, consistent with best international standards (FAA FAR 25, EASA CS-25).
- ii. Issue directions to respondents particularly DGCA to conduct unannounced audits of entire fleet of Air India and other airlines operating in India, with public disclosure of findings and imposition of immediate corrective measures or penalties for non-compliance.
- iii. Issue directions to respondents for stringent security and scientific checks of all planes operating in India

and immediate grounding of all Air India and all other aircrafts found not fully functional or lacking prescribed facilities for international passenger service until all defects are rectified and airworthiness re-certified.

- iv. Pass such other relief(s) as the Hon'ble Court may deem just and proper in the facts and circumstances of this case.

VII. PRAYER FOR INTERIM RELIEF

In the premises hereinabove, this Hon'ble Court may be pleased to;

- i. Suspend operation of boeing aircraft of Air India, pending a safety audit within two weeks, in view of the recent crash and reported maintenance backlogs.
- ii. Pass such other and further order(s) as deemed necessary to secure air safety, passenger comfort and statutory compliance under the Act, Rules and CAR's.

AND FOR THIS ACT OF KINDNESS, THE PETITIONER
SHALL EVER PRAY.

Drawn on: 14 June 2025

Drawn by: Ms Veena Bansal,
Gaurav Yadava, Sourav Jindal

Filed By

Settled By



Mr. **Kuldip Singh**
Advocate On Record

IN THE SUPREME COURT OF INDIA
WRIT PETITION (PUBLIC INTEREST LITIGATION)
CIVIL WRIT PETITION NO. _____ OF 2025

IN THE MATTER OF:

AJAY BANSAL
...Petitioner

VERSUS

UNION OF INDIA & ORS.

...

Respondent

AFFIDAVIT

I, Ajay Bansal S/o Sh. Hargopal Bansal, aged about 55 years
having office at 12 Central Lane, Aptt # 5, Bengali Market, New
Delhi-110001, presently on a visit in USA, do hereby solemnly
affirm and state as under:-

1. That I am the petitioner and hence I am competent to file this affidavit in support of present civil writ petition.
2. That I have the contents of the accompanying list of dates (B to) and civil writ petition and Application . I say that the same are true to my knowledge and information derived. It is also stated that no part of it is false and nothing material has been concealed there from.
3. That Annexure's are true copies of their respective originals.

**DEPONENT****VERIFICATION:**

Verified at New Delhi on this day of June, 2025
that the contents of above affidavit are true and correct to
the best of my knowledge. No part of it is false and
nothing material has been concealed therefrom.

**DEPONENT**

BENCHMARKS **CLOSED**

Sensex 81,118.60 **-573.38**

FEATURED FUNDS ★★★★★

HSBC Large Cap Fund D...

5Y RETURN

22.25 % **INVEST NOW**



Search Stock Quotes, News, Mutual Funds and more

THE ECONOMIC TIMES | Industry

English Edition ▾ | Today's ePaper

My Watchlist

Sign In

Moneyback Offer: 40% OFF!

Home ETPrime Markets Market Data

▾ News **Industry** SME Politics Wealth MF Tech AI Careers Opinion NRI Panache ▾

Auto ▾ Banking/Finance ▾ Cons. Products ▾ Energy ▾ Renewables ▾ Ind'l Goods/Svs ▾ Healthcare/Biotech ▾ Services ▾ Media/Entertainment ▾ **More ▾**

Business News › Industry › Transportation › Airlines / Aviation › DGCA inspection finds lapses in Air India's internal safety audits

DGCA inspection finds lapses in Air India's internal safety audits

PTI Last Updated: Aug 26, 2023, 02:42:00 PM IST

Synopsis

According to the inspection report submitted to the DGCA, the airline was supposed to carry out regular safety spot checks in various areas of operations such as cabin surveillance, cargo, ramp and load but during a random inspection of 13 safety points, the team found that the airline prepared false reports in all 13 cases.

DGCA identifies lapses within Air...

New Delhi: A two-member inspection team of the Directorate General of Civil Aviation ([DGCA](#)) has found lapses in [internal safety audits](#) of [Air India](#) and the regulator is probing the matter, according to officials. When contacted, an Air India spokesperson said that all airlines are subject to regular safety audits by regulators and other bodies.

DGCA identifies lapses within Air India's internal safety audit procedure; probe initiated

"Air India actively engages in such audits to continually assess and strengthen our processes," the spokesperson said in a statement and added that the [airline](#) directly addresses any matters raised with the authority concerned.

According to the inspection report submitted to the DGCA, the airline was supposed to carry out regular safety spot checks in various areas of operations such as [cabin surveillance](#), cargo, ramp and load but during a random inspection of 13 safety points, the team found that the airline prepared false reports in all 13 cases.

Most Searched Stocks

IRFC Share Price	140.9	-64.2%
		Upside
Powered By	1.25(0.9%)	
	67.07	9.5%
		Upside
	1.68(2.57%)	

Ad : (0:14)

ETPrime

Empower Your Portfolio

Special Offer : Flat 40% off !



Subscribe Now

10:32 AM 28 May 2025	0.35(0.2%)	Upside
Tata Motors Share Price	717.2	8.9%
10:32 AM 28 May 2025	0.75(0.11%)	Upside
YES Bank Share Price	21.3	-22.9%
10:32 AM 28 May 2025	0.18(0.81%)	Upside

Load more..

Discover the stocks with maximum upside potential based on the key investment themes.

UpsidePotential by Sectors



Logistics

Upto 89% Upside
7 Stocks to Unlock



Real Estate

Upto 84% Upside
10 Stocks to Unlock

View All by Sectors >

YOU MAY LIKE

SPONSORED LINKS BY TABOOLA

California: Gov Will Cover Your Cost To Install Solar If You Live In These Zips

SunValue

Learn More

"Moreover, when cross-verified with CCTV, recordings, auditee statements, shift register documents, GD (General Declaration) list, passenger manifest etc, it is understood that all the aforesaid 13 spot checks shown to be carried out in stations [Mumbai](#), Goa and Delhi were verified and were established to have not been actually performed," the two-member team said in the 'Deficiency Reporting Form' (DRF).

The inspection found that the these reports "were subsequently prepared/falsified when demanded by the DGCA team".

ET Academy Empower your mind, elevate your skills

TOI

THE TIMES OF INDIA

INVITES YOU TO JOIN

AI Bootcamp for Students

Make Your Child Future-Ready with AI

8-DAY LIVE MASTERCLASS

33% Early Bird Offer.
Limited Seats Left.

REGISTER NOW →

ET

THE ECONOMIC TIMES

invites you to

AI for Business Professionals Masterclass

Unlock AI to Drive Growth, Efficiency & Advantage

2 Days Live Masterclass

REGISTER NOW ↗

Turn de

Learn

Powered By _____

Further, the inspection report noted that these forged spot check reports were not signed by the Chief of Flight Safety (CFS) who has the authority to do it.



Empower Your Portfolio with ETPrime
Special Offer : Flat 40% off !



The team visited Air India's office in Gurugram in Haryana on July 25 and 26, and after inspection, they mentioned about the lapses in the DRF.

When contacted, DGCA Director General Vikram Dev Dutt said the matter is being investigated by the regulator.

According to the inspection report, the checklists were physically signed by an auditor from the Quality Management System (QMS) Department which does not fall under the approval and inspection scope of the DGCA and has different eligibility criteria/qualification industry standards.

The inspection report said the team did not find any written communication for the delegation of authority to the auditor. "Also other than verbal confirmation by CFS, there were no email correspondences and authorisation by the CFS for the aforementioned sport checks," it said.

As per the inspection report, regarding the Pre-Flight Medical Examination (alcohol consumption test of pilots), Air India claimed that it carried out the spot check but the team found that the airline's internal auditor "had not physically visited the facility which is mandatory to satisfy many items of the checklist".

"Also, the equipment details and test readings have not been noted on the checklist. Merely, all the points have been marked as satisfactory without actually performing the spot check," it said.

With respect to ramp services, the inspection team found that the spot check list mentioned the name of a person as the duty officer but there was no such person in the said shift.

Latest from ET

1. India defence industry abuzz as L&T takes aim at billion-dollar target
2. Ultra rich betting on unreal estate to preserve wealth
3. ITC sinks as BAT likely offloads Rs 15,000 cr of stake

» **Wealth Edition:** Latest Edition of weekly money management guide is out now.

TOP TRENDING INDUSTRY TERMS

Oscars 2025 Live News Update

Agriculture Budget 2025 Live Updates

have been marked as satisfactory without actually performing the spot check," it said.

As far as spot check in cabin surveillance was concerned, the inspection team found that the airline claimed to have done it on July 16, 2023, but it was not done and "the claimed auditor was merely travelling in the said flight as a passenger with family members".

Further, the inspection team said the airline was unable to provide the flight safety auditors list on time.

"Subsequently, the list was only provided at the end of the inspection which included the auditors of QMS as well whose qualification/eligibility is different from that stipulated in the FSM (Flight Safety Manual). As the QMS does not come under the ambit of DGCA, the CAR (Civil Aviation Requirements) doesn't specify the qualifications of the QMS auditors," the team said.

Further, the operator was unable to provide the actual flight safety auditors' list and their authorisations when sought by the inspection team to differentiate the flight safety from the QMS auditors, it added.

"All aviation companies, including Air India, are subject to regular safety audits by regulators and other bodies both in India and overseas.

"Air India actively engages in such audits to continually assess and strengthen our processes. We directly address any matters raised with the authority concerned," the Air India spokesperson said in the statement.

(Originally published on Aug 25, 2023)

In Video: **DGCA identifies lapses within Air India's internal safety audit procedure; probe initiated**



You might be interested in the content above

xfinity.com | Sponsored

Discover Key Insights from Consilio's Global Survey Report

The legal industry is overwhelmed by rising workloads in eDiscovery and its adjacencies and using systems that are intensifying the issue instead of delivering relief. The solution i...

Consilio LLC | Sponsored

Download

Powered By _____

2 Insane Cards Now Charging 0% Intro APR Until Nearly 2027

With no annual fee and 0% intro APR until nearly 2027, these cards are helping Americans pay off debt in record time

CompareCredit | Sponsored



Empower Your Portfolio with ETPrime

Special Offer : Flat 40% off !



The Handmade Painted Book Mug Is Taking Tulare By Storm

This is the perfect gift for the book lover in your life!

topchicdeals | Sponsored

[Read More](#)

Show Your Patriotism: American Flag Bald Eagle Garland

This is not just a wreath decoration, it is also your love for your country.

Graddi | Sponsored

[Read More](#)

I Tried the \$0.87 Generic Viagra and Here's What Happened!

fridayplans | Sponsored

[Learn More](#)

Amazon Is Losing Money as California Shoppers Are Canceling Prime for This Clever Hack

This simple trick can save tons of money on Amazon, but most Prime members are ignoring it.

Online Shopping Tools | Sponsored

Air India plane crash: Hours before crash, a flier on the same Boeing aircraft noticed 'unusual things'

The Economic Times

Air India flight to London makes U-turn; 15 others diverted after Iran closes airspace

The Economic Times

Flight Attendant Reveals How Seniors Can Fly Business Class For the Price Of Economy

Americans, you'll want to check this out ASAP

Airlines | Sponsored

Learn how Microsoft Edge allows you to do more.

Microsoft Edge allows you to group tabs by workstreams and themes, so you can stay organized.

Microsoft | Sponsored

[Learn more](#)

The Business Sneaker Loved by CEOs and NFL Stars

Premium full-grain leather and marathon running shoe technology providing first class comfort all day long. Loved and worn by NFL athletes and coaches. Shoes much more ...

Wolf & Shepherd | Sponsored

[Shop Now](#)

Seniors Can Now Fly Business Class For the Price Of Economy

Americans, you'll want to check this out ASAP

Insider | Travel Deals | Sponsored

Powered By [ETPrime](#)

Why Walgreens Hides This Cheap 87¢ Generic Cialis



Empower Your Portfolio with ETPrime

Special Offer : Flat 40% off !



If You Drink Almond Milk Everyday, This Is What Happens

The health food industry cannot deny these results.

Gundry MD | Sponsored

[Click Here](#)

(You can now subscribe to our [Economic Times WhatsApp channel](#))

READ MORE NEWS ON

[DGCA](#) [Air India](#) [Internal Safety Audits](#) [Safety Checks](#) [Airline](#) [Cabin Surveillance](#)
[Cargo Ramp](#) [Mumbai](#)

(Catch all the [Business News](#), [Breaking News](#), [Budget 2025](#) Events and [Li...more](#))

Lessons from the Grandmasters



**N.R. Narayana
Murthy**

Founder, Infosys



Harsh Mariwala

Chairman & Founder, Marico



Adar Poonawalla

CEO, Serum Institute of India

NEXT STORY

ADVERTORIAL

Top leaders converge at the 2025 Spiritual & Wellness Summit as MP charts its path to global wellness leadership

ET Spotlight Last Updated: Jun 09, 2025, 03:26:00 PM IST

Powered By [ETPrime](#)

Synopsis

Ujjain hosted the Spiritual & Wellness Summit, showcasing Madhya Pradesh's ambition to become a global hub for holistic health and spiritual tourism. Chief Minister Mohan Yadav emphasized the state's commitment to wellness, infrastructure development, and leveraging traditional knowledge.



Empower Your Portfolio with ETPrime

Special Offer : Flat 40% off !





Ujjain hosted the Spiritual & Wellness Summit on June 5, signalling Madhya Pradesh's ambition to become a global hub for holistic health and spiritual tourism. Chief Minister Mohan Yadav emphasised the state's commitment to wellness, infrastructure, and leveraging traditional knowledge.

The historic city of Ujjain emerged as the heart of a transformative dialogue on June 5 as it hosted the Spiritual & Wellness Summit, drawing spiritual leaders, wellness experts, policymakers, and entrepreneurs from across the country. The event marked a significant milestone in Madhya Pradesh's ambitious push to establish itself as a global centre for holistic health, spiritual tourism, and sustainable living.

MP Chief Minister Mohan Yadav inaugurated the summit and was felicitated by spiritual leader Chidanand Saraswati. In his keynote address, Yadav described Madhya Pradesh as a "land of immense possibility" and reiterated the state's commitment to supporting real, on-ground impact in wellness, spirituality, and infrastructure. He highlighted major policy initiatives, such as offering subsidised land for medical institutions and encouraging private partnerships to foster a thriving wellness ecosystem.

Earlier in the day, senior officials set the tone for the summit. Principal Secretary Raghwendra Kumar Singh underscored Ujjain's deep spiritual legacy and natural geography, over one-third of the state is covered in forests, as vital assets for wellness tourism.

Sheo Shekhar Shukla, Principal Secretary and MD of MP Tourism Board, outlined Madhya Pradesh's roadmap to becoming a top-tier destination for health and spiritual travel, citing its unmatched heritage sites, forested terrain, and sustainable tourism efforts.

Videos



Sanders on Trump's threats to working-class Americans



LIVE | Anti-Trump protest ahead of DC military parade

ET Academy Empower your mind, elevate your skills

TOI THE TIMES OF INDIA
INVITES YOU TO JOIN

AI Bootcamp for Students
Make Your Child Future-Ready with AI

8-DAY LIVE MASTERCLASS

33% Early Bird Offer.
Limited Seats Left.

REGISTER NOW →

ET THE ECONOMIC TIMES
invites you to

AI for Business Professionals Masterclass
Unlock AI to Drive Growth, Efficiency & Advantage

2 Days Live Masterclass

REGISTER NOW →

Powered By _____

ETPrime

Empower Your Portfolio with ETPrime
Special Offer : Flat 40% off !

Latest from ET

One of the highlights of the summit was the panel discussion on 'Ideating the Partnership Model', which brought together government officials, Ayurveda experts, and private wellness entrepreneurs.

1. US parole ban deals blow to future asylum hopes for Indians too
2. Iran crisis: UK moving assets, jets to Middle East
3. Global varsities to set up campuses in Navi Mumbai

Speakers explored how public-private synergies could unlock the state's potential in traditional medicine, yoga tourism, and holistic infrastructure. Roshan Kumar Singh, Collector of Ujjain, spoke about aligning Simhastha 2028 with global wellness goals, envisioning the next Kumbh as a spiritual event that would yield economic and health benefits.

Another key session on 'Building Wellness Ecosystem & Workforce' focused on skill development and capacity building, with contributions from experts across academia, fitness, and alternative medicine sectors.

Held on World Environment Day and Ganga Dussehra, the summit celebrated Ujjain not just as a spiritual city, but as a modern wellness capital. In line with the state's vision, Madhya Pradesh is now being positioned as the "cleanest, greenest, and safest" state, poised to champion a new era of conscious and holistic living in India and beyond.

(This article is generated and published by [ET Spotlight](#) team. You can get in touch with them on etspotlight@timesinternet.in)

(You can now subscribe to our [Economic Times WhatsApp channel](#))

TOP TRENDING NEWS



Happy Fathers Day 2025 Wishes Quotes

Weekly Numerology Horoscope

Weekly Horoscope Gemini

Weekly Horoscope Taurus

READ MORE NEWS ON

Spiritual & Wellness Summit Holistic Health Madhya Pradesh Wellness Tourism Ujjain
Sustainable Tourism Mohan Yadav Cleanest State In India Ayurveda
Madhya Pradesh Government Traditional Medicine

(Catch all the **Business News**, **Breaking News**, **Budget 2025** Events and **La...more**)



Powered By [_____](#)

NEXT STORY



Empower Your Portfolio with **ETPrime**

Special Offer : Flat 40% off !



Crashed Air India plane's comprehensive check was due in December; right-side engine overhauled in March: Officials

PTI Last Updated: Jun 14, 2025, 07:13:00 PM IST

Synopsis

An Air India Boeing 787-8 Dreamliner crashed after takeoff from Ahmedabad. The plane was heading to London Gatwick. It crashed into residential area near BJ Medical College. All onboard and many on ground died. The aircraft had maintenance checks in June 2023. DGCA ordered enhanced safety checks. AAIB is investigating the crash. A high-level committee is examining the causes.



New Delhi: [Air India](#)'s ill-fated [Boeing 787-8 Dreamliner](#) that crashed soon after take off from Ahmedabad airport on June 12 underwent comprehensive maintenance checks in June 2023 and was due for the next scheduled comprehensive checks in December this year, according to airline officials.

The plane enroute to London Gatwick crashed into the residential quarters of BJ Medical College in Ahmedabad. Apart from 241 people onboard the plane, many others on the ground also died.

Officials said on Saturday that the aircraft VT-ANB underwent C checks or comprehensive checks in June 2023 and the next such scheduled checks were to happen in December this year.

YOU MAY LIKE

Experts Urge Seniors With Muscle Loss To Take This Key Nutrient Daily
Native Creatine

[SPONSORED LINKS BY TABOOLA](#)

[Learn More](#)


Most Searched Stocks


IRFC Share Price	138.33	-63.9%
03:59 PM 13 Jun 2025	-2.14(-1.53%)	Upside
Suzlon Energy Share Price	64.73	18.8%
03:59 PM 13 Jun 2025	-0.96(-1.45%)	Upside
IREDA Share Price	167.26	28.5%
03:59 PM 13 Jun 2025	-8.3(-4.73%)	Upside
Tata Motors Share Price	712.05	9.4%
03:59 PM 13 Jun 2025	-3.31(-0.47%)	Upside
YES Bank Share Price	20.16	-19.1%
03:59 PM 13 Jun 2025	-0.27(-1.28%)	Upside

[Load more..](#)

Discover the stocks with maximum upside potential based on the key investment themes.

UpsidePotential by **Sectors**

 **Real Estate** Upto 68% Upside
13 Stocks to Unlock

 **Financial** Upto 62% Upside
5 Stocks to Unlock

Powered By _____

[View All by Sectors >](#)

The C checks were done by AIESL (AI Engineering Services Ltd).

The right side engine of the nearly 12-year-old aircraft was overhauled and



Empower Your Portfolio with ETPrime
Special Offer : Flat 40% off !

installed in March 2025, while an inspection of the left side engine was done as per the engine manufacturer's protocol in April 2025, the officials said.

ET Academy Empower your mind, elevate your skills

TOI THE TIMES OF INDIA
INVITES YOU TO JOIN

AI Bootcamp for Students
Make Your Child Future-Ready with AI

8-DAY LIVE MASTERCLASS

33% Early Bird Offer.
Limited Seats Left.

REGISTER NOW →

ET THE ECONOMIC TIMES
invites you to

AI for Business Professionals Masterclass
Unlock AI to Drive Growth, Efficiency & Advantage

2 Days Live Masterclass

REGISTER NOW ↗

Turn de
Learn

The aircraft was powered by GENx engines, manufactured by [GE Aerospace](#).

The officials also claimed that there were no issues with the engines or the aircraft.

There was no official statement from Air India.

Aviation watchdog DGCA on Friday ordered enhanced safety checks of Air India's [Boeing](#) 787-8/9 planes.

Air India, on Saturday, said the one-time safety checks of the aircraft are on track and the checks have been completed for nine planes.

Latest from ET

1. US parole ban deals blow to future asylum hopes for Indians too
2. Iran crisis: UK moving assets, jets to Middle East
3. Global varsities to set up campuses in Navi Mumbai

Powered By _____

TOP TRENDING INDUSTRY TERMS



Empower Your Portfolio with ETPrime
Special Offer : Flat 40% off !

On Friday, GE Aerospace said it supports the action being taken by the Directorate General of Civil Aviation (DGCA) for enhanced safety inspections of the Air India 787-8/9 fleet.

"We continue to work closely with the appropriate regulatory and investigative agencies, and we are committed to providing all technical support necessary to understand the cause of this accident," a GE Aerospace spokesperson had said in a statement.

Meanwhile, former Civil Aviation Minister Praful Patel on Friday said after three-and-a-half years of the takeover of Air India by the Tatas, the management needs to fine-tune various aspects of running a world-class airline, including maintenance.

The [Aircraft Accident Investigation Bureau](#) (AAIB) is probing the crash and a high-level multi-disciplinary committee has also been set up to examine the causes for the accident.

YOU MAY LIKE

SPONSORED LINKS BY TABOOLA

This Wrinkle Cream Keeps Selling Out At Costco (Find Out Why)

The Skincare Magazine

Mouth Wrinkles Are No Match For This Little-Known Drugstore Wrinkle Cream

Dermatologist reveals the #1 mistake women are making with wrinkles.

Lift & Firm

Doctors Beg: Stop Drinking This If You Have Sciatic Nerve Pain

Sciatic Nerve Pain Sufferers Should Know About This

SciatiEase

Learn More

Take the scenic route in Oregon

Plan your trip to Oregon's outdoors for hiking trails, sweeping views and grand adventures.

Travel Oregon

Learn More

75% off installation for LeafFilter

If Your House Was Built Before 2010, Try This (It's Genius)

LeafFilter Gutter Protection

Learn More

Chuck Norris: After 60, I Avoided These 3 Foods Like The Plague

Roundhouse Provisions

Learn More

Powered By [Taboola](#)

THIS 5 Min Quiz Tells You What Your Body Actually Needs To Lose Weight



Empower Your Portfolio with **ETPrime**

Special Offer : Flat 40% off !



Eyelash Transformation For Older Women

Forget What You Knew About Mascara – This One's Built for Mature Lashes

Prime Prometics

Harvard Dr. Says Mouth Wrinkles Are No Match For This Little-Known Drugstore Wrinkle Trick

Lift & Firm

(You can now subscribe to our [Economic Times WhatsApp channel](#))

READ MORE NEWS ON

[Air India Crash](#)[Ahmedabad Airport Incident](#)[Aviation Safety Checks](#)[GE Aerospace](#)[Air India Maintenance](#)[Aircraft Accident Investigation Bureau](#)[DGCA Enhanced Safety Inspections](#)[Air India](#)[Boeing](#)*(Catch all the **Business News**, **Breaking News**, **Budget 2025** Events and **Live ...more**)***Lessons from the Grandmasters**

Home secretary led committee to overhaul aviation safety

Powered By [ETPrime](#)

By Arindam Majumder, ET Bureau Last Updated: Jun 14, 2025, 07:06:00 PM IST

YOU MAY LIKE

5 Best Detergents To Avoid Ingredients That Cause Cancer


Women's Fitness & Style

SPONSORED LINKS BY TABOOLA

Most Searched Stocks

IRFC Share Price	138.33	-63.9%	Upside
03:59 PM 13 Jun 2025	-2.14(-1.53%)		
Suzlon Energy Share Price	64.73	18.8%	Upside
03:59 PM 13 Jun 2025	-0.96(-1.45%)		
IREDA Share Price	167.26	28.5%	Upside
03:59 PM 13 Jun 2025	-8.3(-4.73%)		
Tata Motors Share Price	712.05	9.4%	Upside
03:59 PM 13 Jun 2025	-3.31(-0.47%)		
YES Bank Share Price	20.16	-19.1%	Upside
03:59 PM 13 Jun 2025	-0.27(-1.28%)		
Load more..			

Discover the stocks with maximum upside potential based on the key investment themes.

Powered By 

TOI

THE TIMES OF INDIA

INVITES YOU TO JOIN

AI Bootcamp for Students

Make Your Child Future-Ready with AI

8-DAY LIVE MASTERCLASS



33% Early Bird Offer.
Limited Seats Left.

REGISTER NOW →

ET

THE ECONOMIC TIMES

invites you to

AI for Business Professionals Masterclass

Unlock AI to Drive Growth, Efficiency & Advantage

2 Days Live Masterclass



REGISTER NOW ↗

Turn de

Learn

UpsidePotential by Sectors

Real Estate

Upto 68% Upside
13 Stocks to Unlock

Financial Services

Upto 62% Upside
5 Stocks to Unlock

View All by Sectors >

Powered By _____

We Tested 17 Anti-Aging Creams - Only 1 Delivered Jaw Dropping Results

Beat the Rush: The \$42 Serum Costco Shoppers Swear By

Best Of Beauty

U.S. Cardiologist Warns Aging Seniors About Blueberries For Breakfast

Gundry MD

**Wealth Edition:** Latest Edition of weekly money management guide is out now.**Chuck Norris Begg Seniors: Avoid These 3 Foods Like The Plague**

This is a must watch for anyone over 60

Roundhouse Provisions

Tulare: Top Experts Say This Drugstore Wrinkle Cream Is Actually Worth It

This Is One Of The Best Selling Wrinkle Creams In The U.S.

Best Of Beauty

The Secret Revealed: Why All Hummingbirds Go to My Neighbor's Garden

Say hello to Sweetie Hummingbird Feeder! Your hummingbird feeder that will surely make your birdwatching get interesting.

Sherem

Dermatologist Says These Are The Top 17 Beauty Products Of 2025

Here are the top 17 beauty products of 2025.

Life'd Beauty

Seniors Born 1941-1979 Receive 55 Benefits This Month if They Ask

Ridiculous benefits seniors are entitled to in 2025, but often forget to claim.

WalletJump

Neuropathy is not from Low vitamin B. Meet the Real Enemy of Neuropathy (Stop Doing This)

Health Insight Journal

Side Sleepers With Neck Pain: Try This "Pillow Trick" Tonight

Sleep Digest Publication

Powered By 

(Catch all the **Business News**, **Breaking News**, **Budget 2025** Events and **Li...more**

Lessons from the Grandmasters



Search News, Stock Quotes & NAV

IRFC share price Suzlon share price IREDA share price TATA Motors share price Yes bank share price

Copper Rate Gold Rate Menthaoil Rate Silver Rate Aluminium Rate

Economics Audit Equity Monopoly Law Of Demand

Nippon India Fund Direct Indian It Companies Rode The C... Mens Underwear Sales Are Falli...

Stock Ideas Raw Vegetables Icici Bank Icici Bank Raw Vegetables How Rajendra Badwe Is Making ...

Bitcoin Infosys Layoffs Bank Strike Why Is Crude Oil Price Falling Rbi

Safe Shopping Private Limited Tallwin Systems Private Limited Suvision Holdings Private Limited

Powered By _____

Latest News

Earth's average temperature for 2025-29

Hollywood films breathe fresh life into Indian box

When it comes to national security I stand

India VIX surges due to global issues still within

'World-class pricing, third-world drainage'



Empower Your Portfolio with ETPrime
Special Offer : Flat 40% off !



Canada rejects Trump's
free offer to join Golden...

BJP Karnataka President
Yediyurappa slams Kam...

Share market update:
Most active stocks of th...

Stock market update:
Power stocks up as...

Share market update:
Most active stocks on D-...

Do Not Sell or Share My Personal Information

Times Syndication Service

Do Not Sell or Share My Personal Information

Powered By _____

Annexure P-2

June 12, 2025

Air India Limited
Customer
Relations
Department
Air India
Centre
New Delhi – 110001

Sub: Urgent Request for Aircraft Replacement or Booking Transfer for AI 174 – San Francisco–Delhi (29th June 2025) against PNR TA3IGB.

Dear Sir,

We write to you with the deepest sorrow as our hearts cry alongside entire nation over the unfathomable loss of 242 passengers and crew members and number of aspiring doctors taking their food in the mess as their lives has been cut short by what appears to be a failure or negligence in security and scientific checks. No words can erase huge loss of precious lives, pain and sufferings of their respective families and we alongwith entire nation stand with them in this mourning and look for urgent pursuit of accountability.

I write to express my profound dissatisfaction with recent experiences aboard Air India and to demand corrective action before my upcoming Business Class flight (PNR TA3IGB) from San Francisco (SFO) to Delhi (DEL) on June 26, 2025.

1. On May 20, 2025, I traveled on Flight AI 127 from Delhi to Chicago. In Business Class, the in- flight entertainment system was entirely non-functional, and my seat's mechanical functions were not operating properly. This was both uncomfortable and unacceptable at this cabin level.
2. The recent tragic crash of an Air India Boeing aircraft on the Ahmedabad–London route has further compounded my concerns. Videos circulating on social media document widespread

malfunctions of cabin systems and substandard service long before this accident. These reports, coupled with my own negative experience, have shattered our confidence in the safety, reliability, and service standards of Air India.

3. Although we have always preferred Air India out of patriotic loyalty, ongoing technical failures— alongside the superior service protocols and often lower fares of Emirates, Etihad, and Qatar Airways—make it increasingly difficult to justify remaining with your airline.

In light of the above, I call upon you that Air India take one of the following remedial actions, at no additional cost to me.

a) Confirm, in writing, the assignment of a new or recently retrofitted airbus for our Business Class journey on AI 174 (San Francisco—Delhi) on June 26, 2025; or

b) Transfer my confirmed Business Class booking to a comparable Business Class flight on Emirates, Etihad, or Qatar Airways.

Please provide a written response detailing your chosen resolution no later than June 15, 2025— well in advance of my scheduled departure. Failure to supply a satisfactory remedy by that date will leave me with no choice but to seek alternative arrangements and to consider formal complaints with aviation regulatory bodies and consumer protection agencies.

I trust that Air India will treat this matter with the urgency it warrants and restore my confidence in your services.

Thank you for your prompt attention

With Best Regards.

Ajay Bansal

ablawassociates@gmail.com

Cell: +61-6810160166

Annexure P-3

Gmail

Ajay Bansal<ablawassociates@gmail.com>

**RE: Urgent Request for Aircraft Replacement or Booking Transfer
for AI 174 – San Francisco–Delhi (29th June 2025) against PNR
TA3IGB [thread::itSvrzCsI iKAHQwdtnAiwA::]**

1 message

Air India Helpdesk
2025 at 11:20 PM

Thu, Jun 12,

To: ablawassociates@gmail.com ablawassociates@gmail.com

Dear Mr. Bansal,

Namaste.

This is to acknowledge the receipt of your concern which has been
addressed to the Senior Management.

We are working on this and you will soon hear from us.

Thank you for your continued support and patience.

Regards

Ruhi Kulshreshtha

Customer Experience Team

Air India

----- Original Message -----

From: Ajay Bansal [ablawassociates@gmail.com]

Sent: 13/06/2025, 8:43 am

To: psdail@airindia.com

Cc: nipun.aggarwal@airindia.com; campbell.wilson@airindia.com

Subject: Urgent Request for Aircraft Replacement or Booking Transfer
for AI 174 – San Francisco–Delhi (29th June 2025) against PNR TA3IGB

Kind Attention: Mr Wilson and Mr Aggarwal,

Dear Sir,

This is in continuation of my earlier emails regarding poor experience of our recent travel from Delhi to Chicago on 20th May 2025 in Business Class and last emails are attached hereto alongwith response from Air India. The recent air crash has lost our confidence in the services and scientific checks by air india operations.

I am attaching herewith my letter wherein Urgent Request for Aircraft Replacement or Booking Transfer for AI 174 – San Francisco–Delhi (29th June 2025) against PNR TA3IGB has been made, the same may kindly be considered in the wake of recent air crash incident.

Look forward hearing from you, I remain.

with best regards.

Ajay Bansal

Veena Bansal

Note: Please find attachments

I. Complaint

ii. Email Thread - my last emails and response

-

office of ADDITIONAL ADVOCATE GENERAL

AJAY BANSAL

ADVOCATE

SUPREME COURT OF INDIA

12, CENTRAL LANE, BENGALI MARKET, CONNAUGHT PLACE,

NEW DELHI-110001

PH: 23311999, 65782233

Ch: 23386017, 23384094

M: 9810160199

Disclaimer

The information contained in this communication is intended solely for the use of the addressee and others authorized to receive it. It may contain confidential/legally privileged information. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking any action in reliance on the contents of this information is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by phone, fax or email and delete it from your system. A.B. Law Associates is neither liable for the proper and complete transmission of the information contained in this communication nor for any delay in its receipt.

thread::itSvrzCsI-iKAHQwdtnAiwA::

IN THE SUPREME COURT OF INDIA
WRIT PETITION (PUBLIC INTEREST LITIGATION)
CIVIL WRIT PETITION NO. _____ OF 2025

IN THE MATTER OF:

AJAY BANSAL

...Petitioner

VERSUS

UNION OF INDIA & ORS.

... Respondent

APPLICATION FOR EXEMPTION FROM FILING
NOTARISED AFFIDAVIT

TO

THE CHIEF JUSTICE OF INDIA
AND HIS COMPANION JUSTICES
OF THE SUPREME COURT OF INDIA.

The humble petition of the Petitioner above named

MOST RESPECTFULLY SHOWETH:

1. That this Writ Petition Civil (PIL) filed under Article 136 of the Constitution of India and all the fact mention in the Writ which is not written herein for the sake of the brevity.
2. That the Writ Petition civil (PIL) along with Notarized Affidavit is require as per the Supreme Court Rules which could not filed due to the Petitioner is in the USA.

3. That Exemption from the filing of Notarized affidavit may allowed in the interest of the justice

PRAYER

It is, therefore, most respectfully prayed that this Hon'ble Court may kindly be pleased to:

- a. Exemption from filing of Notarized Affidavit , and
- b. pass such other order as this Hon'ble court may deem fit and proper in the facts of circumstances of the case

New Delhi

Filed by



Mr. Kuldip Singh

Advocate On Record

Drawn on: 17.06.2025

VAKALATNAMA
IN THE SUPREME COURT OF INDIA
WRIT PETITION (PUBLIC INTEREST LITIGATION)
CIVIL WRIT PETITION NO. _____ OF 2025

IN THE MATTER OF:

AJAY BANSAL

...Petitioner

VERSUS

UNION OF INDIA & ORS.

... Respondent

I/We Petitioner(s) Appellant(s) Respondent(s) in the above Appeal / Petition do hereby appoint and retain Kuldip Singh Advocates Supreme Court to act and appear for me / us in the above Appeal / Petition / Review and on my / our behalf, to conduct and prosecute / defend the same and all proceedings that may be taken in respect to any application connected with the same of any Decree or Order passed therein, including proceedings in taxation and application for Review, to file and obtain return of documents, and deposit and receive any money on my/our behalf in the said Appeal/Petition and in application for Review, and to represent me/ us and to take all necessary steps on my/our behalf in the above matter, I/We agree to pay his fees and our of pocket expenses, agree to ratify all acts done by the aforesaid Advocate in pursuance of this authority.

Dated this the 17 june day of 2025

ACCEPTED, IDENTIFIED AND ATTESTED




Mr. Kuldip Singh
 Advocate On Record

Ajay Bansal
 Petitioner

MEMO OF APPEARANCE

To,

The Registrar,
 Supreme Court of India,
 New Delhi

Sir,

Kindly enter my appearance on behalf of the Petitioner (s) / Respondent (s) in the above mentioned/matter

Yours faithfully

New Delhi:.....Filed on.....



Mr. Kuldip Singh
 Advocate On Record

FILLING MEMO**Section PIL**

IN THE SUPREME COURT OF INDIA

WRIT PETITION (PUBLIC INTEREST LITIGATION)

CIVIL WRIT PETITION NO. _____ OF 2025

IN THE MATTER OF:

AJAY BANSAL

...Petitioner

VERSUS

UNION OF INDIA & ORS.

... Respondent

Index of paper book

Sr. no.	PARTICULARS	COPIES	COURT FEE
	Court fee		
1.	Writ Petition Civil under Article 32 of the constitution of India along with Affidavit	1+3	
2.	Annexure P1 to 3		
4	Application for exemption to file official translation		
5	Vakalatnama		
6	Authority letter		

Filed by


Mr. Kuldip Singh

Advocate On Record

KULDIP SINGH

ADVOCATE FOR THE PETITIONER:

316, Additional Building of Supreme Court Of India

Mathura Road, New Delhi-01

To,

Date: 17.06.2025

The Registrar

Supreme Court Of India-01

Sub: Authority letter

Sir,

I hereby authorize Mr. Gaurav Yadava, Advocate D/1370/2011 for filing and curing the defect.

Thanks and regard



Mr. Kuldeep Singh

Advocate On Record

Gaurav Yadava

Advocate 9555445112