## 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

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Mr. Kuldip Singh

Advocate On Record CC No 1389

Mob -9312507887

## **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

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; "DGCA Inspection Finds Lapses in
	Air India's Internal Safety Audit", 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

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.

12.06.2025

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.

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

India cannot be made to suffer because of lack of proper security checks.

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.

 $14.06.2\overline{025}$ 

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>
1	AJAY BANSAL S/O LATE SHRI	Petitioner
	HARGOPAL BANSAL	
	Advocate, Supreme Court of India	
	12, Central Lane, Bengali Market, New	
	Delhi-110001	

## **VERSUS**

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

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

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 Petitionerdated 12.06.2025 is Annexed as **Annexure P-2page** ( **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 12<sup>th</sup> 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 hapiness 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. <u>DECLARATION IN TERMS OF RULE 4:</u>

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. GROUNDS 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 scientifical 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 RELEIF

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.
- 3. That Annexure's are true copies of their respective originals.

.

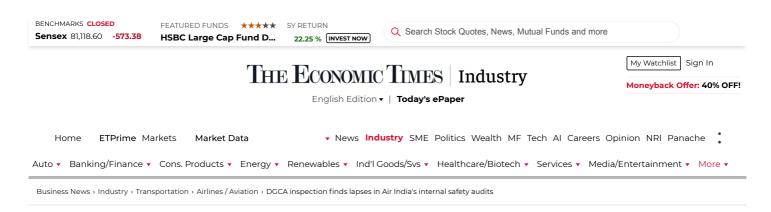
## **DEPONENT**

## **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.

100

**DEPONENT** 



## 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.

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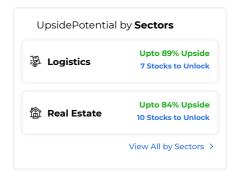
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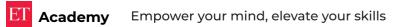
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"Moreover, when cross-verified with CCTV, recordings, auditee statements, shift register documents, GD (General Declaration) list, passenger manifest etc, it is understood that all the aforesaid 13 spot checks shown to be carried out in stations Mumbai, 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".







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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.



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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.

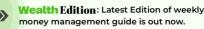
As per the inspection report, regarding the Pre-Flight Medical Examination (alcohol consumption test of pilots), Air India claimed that it carried out the spot check but the team found that the airline's internal auditor "had not physically visited the facility which is mandatory to satisfy many items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

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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

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## 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

## 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.



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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.

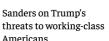
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One of the highlights of the summit was the panel discussion on 'Ideating the Partnership Model', which brought together government officials, Ayurveda experts, and private wellness entrepreneurs.

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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 <u>ET Spotlight</u> team. You can get in touch with them on etspotlight@timesinternet.in)

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# 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

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# 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: <u>Air India</u>'s ill-fated <u>Boeing</u> 787-8 <u>Dreamliner</u> 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.

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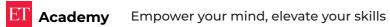


The C checks were done by AIESL (AI Engineering Services Ltd).

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



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.





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.

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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.

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# Home secretary led committee to overhaul aviation safety

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

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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

41

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

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# 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:**

- 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.
- 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

Filed by

New Delhi

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
hereby appoint and retain Kuldip and for me / us in the above Appeal / Po and prosecute / defend the same and any application connected with the including proceedings in taxation and of documents, and deposit and red Appeal/Petition and in application necessary steps on my/our behalf it	Respondent spondent(s) in the above Appeal / Petition do ingh Advocates Supreme Court to act and appear tition / Review and on my / our behalf, to conduct d all proceedings that may be taken in respect to e same of any Decree or Order passed therein, d application for Review, to file and obtain return ceive any money on my/our behalf in the said or Review, and to represent me/ us and to take all the above matter, I/We agree to pay his fees and atify all acts done by the aforesaid Advocate in day of 2025
Mr. Kuldip Singh Advocate On Record	Ajay Bansal Petitioner
	<b>OF APPEARANCE</b>
To, The Registrar, Supreme Court of India, New Delhi Sir,	
Kindly enter my appearance of above mentioned/matter	behalf of the Petitioner (s) / Respondent (s) in the
and a second distriction	Yours faithfully
New Delhi:Filed on	K87 3
	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

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# 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. Kuldip Singh

Advocate On Record

Gaurav Yadava

Advocate 9555445112