



BO/SL/MISC/VH/177

May 10, 2023

TO ALL OUR TRAVEL PARTNERS

Subject: Name Correction Policy as per DGCA CAR Guidelines

1. As per the DGCA guidelines, Air India shall not levy any additional charge for name correction of the same person, when error in his name spelling is detected after issuance of ticket. This is applicable for tickets issued in India and before commencement of journey. The waiver is allowed only for name correction and not for cases where name change is requested.

2. Following are some of the examples of name corrections.

• **Maiden Name to Married Name and vice versa**

MEHTA/SONAL MS TO DESAI/SONAL MS

• **Interchange of surname/First name**

SONAL/MEHTA MS TO MEHTA/SONAL MS

• **Title amendments**

MEHTA/CHARU MS TO MEHTA/CHARU MR

• **Spelling mistakes up to 3 characters.**

MEHTA/SAMIR MR TO MEHTA/SAMEER MR

• **Shortened name to full name**

SHAH/CHARU MR TO SHAH/CHARUDATTA MR

• **Addition of middle name as per passport**

MEHTA/SONAL to MEHTA/SONAL RATAN

...2/-

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3. The process for name correction at various Point of Sale (POS) before and after issuance of the ticket is as below

Note: The Name Correction has to be done by the same Issuing Office.

A. Before the issuance of the ticket

POS-GDS (Travel Agent)

§ The Agency should contact Air India's Sales Officer who in turn will contact Inventory Controller, Revenue Management Delhi for Name correction. The Travel Agent should have the valid identification document of the passenger.

B. After the issuance of the ticket

POS-GDS (Travel Agent)

- For name corrections, the Agency is required to contact his Sales Officer for approval submitting documents of the passenger for verification for name correction.
- After verifying the documents, the Sales Officer will give the agent their approval. Post approval from the sales officer, a new PNR with correct name should be created in the same RBD as in the original ticket.
- If the original RBD is not available then the agent will contact the Sales Officer for confirmation in the same RBD.
- The endorsement column of the new ticket has to have the reference of the old/original ticket. e.g., Endorsement: Old Ticket no - new issuance due to name correction
- The Agency has to forward details of the old and new ticket no. to the Sales Officer. The Sales Officer puts a remark in the old ticket history stating refund penalty waived due to name correction along with the new ticket number. The agency will then refund the old ticket with Nil refund charges.
- In cases where the fare shown on the original ticket has expired and is not valid at the time of ticketing of the new PNR with correct name, manual pricing with original fare level should be done.
- In case the new ticket is issued in a higher RBD when same RBD is not available or fare on original ticket is not valid and manual pricing has been done, a remark in the new ticket history is to be made giving original fare details.

...3/-

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4. Valid Identification Documents:

Official Government issued photo identification / Driving license / Electoral Photo Identity Card (EPIC) / Passport [for international passengers]

5. Other Terms & Conditions:

- Name Correction requests received along with date/flight change requests will not be accepted. Such changes must be requested separately.
- Name correction on bookings with interline/code share itineraries (except AI) is not permitted.
- Audits will be conducted, and ADM will be raised if waiver is used for name change instead of name correction. Under no circumstances name changes will be permitted.

Request your support as always.

**Sales & Marketing, WR
Mumbai**