



## CERTIFICATE

This is to certify the project work entitled

**AIR INDIA**

Is done by

**NAME : SITA BHAVANA**

**ROLL NO : 110420405196**

As a part of their Curriculum in the Department of  
Management

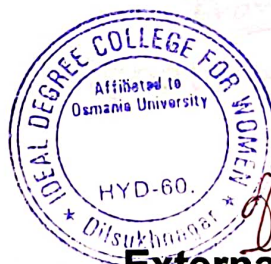
**IDEAL DEGREE COLLEGE FOR WOMENS**

**HYDERABAD – 500007**

This is work has been carried out under my guidance

*B. Madhusudhan*

**PRINCIPAL: B.MADHUSUDHAN**



*[Signature]*  
**External EXAMINER**

*[Signature]*  
**MENTOR: MRS.BHAGYALAXMI**

## ANNEXURE -1

# DECLARATION

I hereby declare that the project entitled "AIR INDIA "is an original work done by me and has been submitted to the Department of Commerce Osmania University , Hyderabad in partial fulfillment for the award of the Degree of Bachelor of Commerce (Computer Applications).

This report has not been submitted anywhere else for award of any other degree or diploma or certificate.

Name of the Mentor

Name and address of the student

**SITA BHAVANA**

Bhavana  
Signature of the student

**Ideal Degree College for Women**

# **AIR INDIA**

**"Your Palace in the Sky!"**.

We the group members namely S.Mani Sahithi, S.Sadiya Parveen, Sita Bhavana, Sofia Begum feel immense pleasure to present our report on the topic **Air India**. The objective of the report is to get an insight of the aviation industry and to understand the degree of competition in such a fast growing sector as the aviation industry in India has seen a constant pace of growth over the past many years. With the liberalization of the Indian aviation sector, the industry had witnessed a transformation with the entry of the privately- owned full service airlines and low cost carriers. We would like to request you to please accept our report for your kind Perusal.

## CONTENTS :

History of air India	5
Establishment	7
3 reasons for air line merge, mission, desk problems, air India major hubs	8
Strengths, weakness, awards and recognitions	9
SWOT analysis of air India	10
Web check-in facility for air India passengers	15
What government should do to make the common man fly.	16
Logo livery, Air India	19
The maharaja, various schemes for tickets	20
Other schemes, airlines agencies	21
Adani group joins race to buy air India, plans to submit Eoi by next month	23
General terms and conditions	25
Food in air India flights	34
Air India urination case	37



## CONCLUSION:

AIR INDIA LIMITED is India's national airline providing domestic and international air transport services for both passengers and cargo.

Air India pioneered the country's aviation sector and its history is synonymous with the history of civil aviation in India. Air India exudes the spirit of India by extending warm hospitality to all its guests which is an inherent characteristic of the Indian culture.

Since the first flight on October 15, 1932, Air India has grown to become a mega international airline connecting to over 40 destinations in the USA, Europe, Australia, Far-East and South-East Asia and the Gulf. The airline's domestic network covers around 80 destinations, including all state capitals and far-flung areas of India's North-East, Ladakh, Andaman and Nicobar Islands. Air India's young and modern fleet of 125 aircraft comprises a mix of the latest state-of-the-art Boeing B787-Dreamliners, B777s, B747s, Airbus A330s, A321s, A320 Neos, A320s and A319s. Air India together with its subsidiaries Air India Express and Alliance Air have a total fleet size of 163 aircraft. Air India also provides ground handling and engineering & maintenance services, as well as low-cost travel options and Domestic regional connectivity through its subsidiaries - Air India Charters Limited ( Air India Express) and Airline Allied Service Limited (Alliance Air).

**Mission:** Provide safe, secure, affordable and sustainable air travel with access to various parts of India and the world.

**Vision:** To create an eco-system to enable 30 crore domestic ticketing by 2022 and 50 crore by 2027.

- Winning customer's trust can help Air India come out of the current financial crisis.
- Organization must be well equipped in terms:  
staff, devices and information.