



Dated: 31 OCT 22

DSL/INC/2022-23/125/MKTGNR

Dear All,

**Subject: Updated Name Format Policy for putting name in
 PNR(Circular No. 15)**

Employing incorrect name format can result in inconvenience or delay during the check-in process as a result of mismatch between passenger name in the PNR and that in the passport causing great inconvenience to our esteemed passengers.

To avoid the same, kindly ensure that correct names are fed during the initial booking process in order to avoid any rebooking or re issuance of tickets.

For Indian domestic passengers, Kindly ensure that name **matches with Aadhar card**, if available.

For all International passengers, Kindly ensure that below instructions are strictly followed while inserting the passenger names in the PNR:-

- **Full name as shown in passport** is mandatory i.e., Complete first name and complete last name
- The passenger's name in the PNR should **match as shown in passport**.
- **For US and Canada** - **A.)** If the passenger has only a single Last name, then put that in the Last/Surname field and put FNU in first name field.
B.) For US and Canada, If a passenger has only a single first name, then also put the first name in the Last/Surname field and put FNU in the first name field as the surname field is always considered as the primary identifier for an individual.
- **For Australia** - put UNKNOWN instead of FNU in above two cases.

- **For U.A.E.** - Do not use FNU or LNU or XXX

Also for U.A.E., As per API filing, the given name and the surname column has to be filled for submission. In case if surname is not there , then the given name should be updated as Surname for example. If the passport name is Sunil / Mr (Without Surname) , then API should be updated as Sunil / Sunil

Example: For names as in passport

Name as in passport

Last name	First Name		Name to be fed in the PNR
Ranjan	----	For US & Canada	Ranjan/FNU
-----	Ranjan	For US & Canada	Ranjan/FNU
Ranjan	-----	For Austarlia	Ranjan/Unknown
-----	Ranjan	For Austarlia-	Ranjan/Unknown
Ranjan	-----	For U.A.E	Ranjan/Ranjan
-----	Ranjan	For U.A. E.	Ranjan/Ranjan

- **For the countries other than U.A.E. and US & Canada & Australia** can use either FNU (as mentioned for US)or can repeat the single name (as mentioned for U.A.E.).
- In cryptic maximum name cluster length is 59. A cluster is a surname followed by (1 to 9)first name / initial / title separated by slashes. However there is no limit on the size of surname or first name as long as the total length does not exceed 59 characters.
- Eg DEMESTRE/MURRAYMR/JACKMR is consider as one cluster.

For PNR with infant the name length is adult plus infant name including date of birth with / () and title to be considered as name cluster and not to be more than 59 characters.

Please Note:-This circular 15 overrides the previous circulars 12 dt 22 oct and 26 dt 24 Dec 2018 with same heading.

Stay Safe, Stay Healthy.
Thanks,
Regards,
Team Air India Marketing,
Northern Region, N.Delhi