



Information on usage of last year RAOs (Rebate Authorization Order) /Tickets:

As you are aware, SOL issuance of passages for employees and retirees was not completely automated. Many parts of the booking process required manual interventions. Hence, there is a limitation on complete availability of essential data related to passages for the last passage year.

As we are transitioning to a new system, to facilitate utilisation of their last year's issued RAOs/tickets please note the below guidelines:

1. In case of a pre-issued ticket and the travel is already booked for the month of Oct 2023, employee/ retiree will be able to travel on the issued ticket
2. For employees and retirees, who have RAOs already issued on last year's entitlement, they can convert it into tickets basis their travel plans. This facility to convert RAOs to tickets will be available only up to 30th November 2023. Employees can follow the existing process of converting their RAOs into tickets.
3. The travel date for tickets issued or to be issued on last year passage entitlement will be up to 30th September 2024.
4. The tickets generated against last year RAOs, acceptance on to the flight will be subject to availability. The passages issued through the Air India Travel Delight Platform starting first week of November 2023 for employees/retirees of your organization will be prioritized over the tickets issued against last year entitlements.

With Regards,

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