

Air India launches real-time baggage tracking for passengers

- A Monitor Report

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New Delhi : Tata Group-owned Air India is currently offering passengers baggage tracking feature in real time. The feature is now available on its website and mobile application.

Passengers will be able to see the current location and arrival details of their baggage, among other things.

"The status coverage includes all important baggage touch points where baggage tracking technology is available such as check-in, security clearance, aircraft loading, transfers, and arrival in the baggage claim area," said reports citing the airline.

Additionally, it said, it is among the few airlines worldwide that offer this convenience directly to guests without any intervention from airline staff.

Air India recently faced several complaints about lost baggage and delays in receiving baggage.