

AIR INDIA INTERNATIONAL PASSENGERS CAN NOW AVAIL CHECK-IN & BAGGAGE DROP SERVICE AT SELECT DELHI METRO STATIONS

Collaborates with DMRC & DIAL to make passenger experience smoother.

Gurugram, 4th June 2024: Air India, India's leading global airline, has collaborated with Delhi Metro Rail Corporation (DMRC) and Delhi International Airport (DIAL) to facilitate check-in for international travellers at two metro stations in Delhi - New Delhi and Shivaji Stadium. The Delhi Airport Check-in & Baggage Drop facility allows passengers to check in their baggage at the metro station, giving the outstation travellers the option to explore the city baggage-free. Meanwhile their baggage gets securely loaded onto the aircraft through an advanced automated infrastructure created by DMRC & DIAL.

Currently available for domestic journeys, this service will now be extended to international travellers and will remain operational at the two metro stations from 0700 hrs to 2100 hrs. The check-in can be done between 12 hours and 2 hours prior to flight departure for domestic itineraries and between 4 hours to 2 hours for international schedules.

*"Our partnership with DMRC & DIAL stands testament to our commitment to offering passengers an enhanced and seamless travel experience. This initiative not only provides a cost-effective option for travellers coming from distant locations but also helps control congestion at the airport, leading to a better experience for all our customers. Further to the technology interventions partnered and implemented by Air India & DIAL, such as DigiYatra, Self-Baggage Drop machines at airport terminals, this initiative will significantly enhance the convenience and satisfaction of our customers, said **Rajesh Dogra, Chief Customer Experience Officer, Air India.***

The frequency of the metro is every 10 minutes, and it takes 19 minutes to reach the departure level at Delhi Airport Terminal 3, making the journey of each traveller faster and hassle-free.

About Air India:

Founded by the legendary JRD Tata, Air India pioneered India's aviation sector. Since its first flight on October 15, 1932, Air India has built an extensive domestic network with non-stop flights to cities around the world, across the USA, Canada, UK, Europe, Far-East, South-East Asia, Australia, and the Gulf. After 69 years as a government-owned enterprise, Air India and Air India Express were welcomed back into the Tata group in January 2022.

Air India is navigating through a major five-year transformation roadmap under the aegis of Vihaan.AI, with an ambition to become a world class airline with an Indian heart. The first phase of this transformation, the taxi phase was recently concluded, and focused on fixing the basics.

These included bringing back to service many long grounded aircraft, addition of talent across flying and ground functions, rapid upgradation of technology and strengthening of customer care initiatives amongst others. A member of Star Alliance, the largest global airline consortium of leading international airlines, Air India offers seamless connectivity and facilities to passengers all over the world.

PRESS CONTACTS:

Swatee Dobriyal
swatee.dobriyal@airindia.com

Bhavna Saini / Ranjini Majumdar
airindia@adfactorspr.com