



## **PRESS RELEASE**

### **AAI Reinforces Passenger Assistance and Smooth Security Facilitation**

**New Delhi, 24 September 2026:** As part of the ongoing 'Yatri Seva Abhiyan 2026', Airports Authority of India (AAI) today undertook focused measures across its airports to strengthen passenger facilitation at security checkpoints and enhance the overall experience through smoother processes, courteous assistance and better coordination. The initiative emphasised the importance of ensuring that security procedures are carried out efficiently while passengers receive clear guidance and assistance throughout the process.

AAI airport teams coordinated with CISF and other security stakeholders to facilitate orderly passenger movement and effective queue management at security checkpoints. Particular attention was given to maintaining smooth passenger flow during peak hours, with queue marshals deployed wherever required to guide passengers and minimise avoidable congestion.

The initiative also focused on ensuring the availability and cleanliness of security trays and improving passenger awareness regarding prohibited items and applicable security procedures. Clear guidance at the security area helps passengers understand the process better and enables them to complete security formalities with greater ease and preparedness.

Passenger assistance was further strengthened through functional helpdesks and visible "May I Help You" personnel at key locations. Frontline teams extended assistance to passengers requiring guidance, with particular attention to elderly passengers, families and those who may need additional support while navigating security and other passenger-facing areas. The emphasis remained on providing assistance without compromising the prescribed security procedures.

AAI also sensitised frontline personnel on professional grooming, courteous communication and respectful interaction with passengers. The initiative reinforces the importance of the human interface in creating a welcoming airport environment, particularly at points where passengers may require greater guidance or reassurance.

Through these coordinated efforts, AAI continues to strengthen the balance between robust security procedures and passenger-friendly facilitation. The focus is on making

every stage of the airport journey more organised, accessible and comfortable, while ensuring that established safety and security protocols remain fully adhered to.

Yatri Seva Abhiyan 2026 continues with theme-based initiatives across AAI airports, with sustained emphasis on passenger facilitation, service quality, safety, accessibility, cleanliness and courtesy. Through “Seva and Sankalp” and “Service with Smile”, AAI remains committed to translating passenger-centric service into visible and meaningful improvements across the airport experience.

*Issued by Corporate Communications Directorate, AAI  
For details please contact: General Manager (C.C) 011-20818228  
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Assistance provided to passengers near baggage belts at Chennai Airport



Sensitisation of employees on soft skills at Keshod Airport



“May I Help You” desk at Kanpur Airport



CISF personnel explaining security procedures at Ayodhya Airport



Ensuring availability and cleanliness of security trays at Bhubaneswar Airport