



PRESS RELEASE

AAI Strengthens Access to Potable Water and Essential Passenger Amenities

New Delhi, 25 September 2026: Access to clean drinking water and essential amenities is a basic yet important part of a comfortable airport experience. As part of Yatri Seva Abhiyan 2026, Airports Authority of India (AAI) today undertook focused measures across its airports to strengthen the availability, upkeep and accessibility of potable water facilities and other essential passenger amenities.

Airport teams reviewed passenger-accessible drinking water points, including RO systems, water coolers, taps and Water ATMs, wherever available. The exercise focused on ensuring that these facilities remain clean, functional and easily accessible to passengers throughout their journey. Drinking water points were physically checked, with attention to the quality of the surrounding area, ease of access and overall passenger convenience.

Where applicable, the availability of cups or glasses was also reviewed, along with the cleanliness and upkeep of the areas surrounding drinking water facilities. Nearby seating, dustbins and other basic amenities were checked to ensure that passengers can access essential facilities in a clean and comfortable environment.

Airport teams also paid attention to identifying and addressing issues such as leakage, non-functional units or inadequate upkeep. Corrective action was initiated to ensure that drinking water facilities remain readily available for passenger use.

Wayfinding to drinking water points was also reviewed, particularly at locations where such facilities may not be immediately visible to passengers. Clear and accessible directions can help passengers locate essential amenities without having to seek assistance or move through different terminal areas unnecessarily.

The initiative reflects AAI's focus on strengthening the everyday facilities that contribute to passenger comfort and convenience. While major airport infrastructure forms an important part of the passenger experience, reliable access to basic amenities such as potable water remains equally essential to ensuring a seamless journey.

Through "Seva and Sankalp" and "Service with Smile", AAI continues to focus on practical, passenger-centric improvements across its airport network. Yatri Seva Abhiyan 2026 will continue with theme-based initiatives aimed at strengthening passenger facilitation, service quality, safety, accessibility, cleanliness and courtesy.

*Issued by Corporate Communications Directorate, AAI
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