



PRESS RELEASE

AAI Strengthens Digital Convenience, Hospitality and Family-Friendly Facilities at Airports

New Delhi, 28 September 2026: Airports Authority of India (AAI), under the aegis of the Ministry of Civil Aviation, continued its nationwide “Yatri Seva Abhiyan 2026” from with a series of initiatives focused on digital convenience, passenger hospitality and family-friendly airport facilities. The activities reflect AAI’s commitment to making air travel more seamless, welcoming and accessible for passengers across its airport network.

As part of the focus on digital ease of travel, airports undertook measures to facilitate passengers’ access to technology-enabled services. The availability and functioning of free Wi-Fi, mobile charging points, digital kiosks and QR-based services were reviewed, while passengers were encouraged to make use of Digi Yatra at airports where the facility is operational. Information on digital payment options was also reinforced at relevant service points.

Airport personnel extended assistance to passengers requiring support in accessing digital facilities, while non-functional or unsafe charging points were identified for corrective action. These initiatives aim to reduce avoidable inconvenience and support a smoother journey through the airport.

Marking World Tourism Day on 27 September, airports also highlighted the spirit of “*Atithi Devo Bhava*” through activities celebrating Indian hospitality, culture and tourism. Passenger-facing initiatives included showcasing local art, handicrafts, cultural traditions and tourism information, including products associated with the One District One Product initiative, wherever feasible. Cultural performances were organised at suitable locations without obstructing passenger movement.

Airport teams also reviewed food and beverage outlets for hygiene and the display of rates, while drawing attention to affordable food options such as UDAN Yatri Café and Jan Ahaar, where available. These efforts sought to provide visitors with a welcoming introduction to the cultural richness and hospitality of the regions they were travelling through.

The campaign also placed emphasis on women, children and families by reviewing the availability and usability of facilities such as baby-care and nursing rooms, child-feeding areas, play facilities and strollers, wherever provided. Sanitary-pad vending and

disposal facilities, women's helpdesks and priority assistance for families were also covered. Particular attention was given to cleanliness, privacy, signage and accessibility, with airport teams addressing gaps in facility readiness and essential consumables wherever required.

Through these coordinated initiatives, AAI continues to strengthen passenger convenience by combining technology-enabled services with courteous assistance, cultural warmth and inclusive facilities. The campaign's guiding spirit of "Seva and Sankalp" and "Service with Smile" reinforces the importance of responsive, passenger-centric service at every stage of the airport journey.

*Issued by Corporate Communications Directorate, AAI
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Digi Yatra facility at Chennai Airport



Cultural performance at Tirupati Airport



Kids' play zone at Donyi Polo Airport



Child Care Room at Jammu Airport



One District, One Product Outlet at Dimapur Airport



Welcoming and Greeting passengers at Raipur Airport