



PRESS RELEASE

AAI Strengthens Stakeholder Coordination for Seamless Passenger Journey

New Delhi, October 8, 2026: As part of the nationwide “Yatri Seva Abhiyan 2026”, the Airports Authority of India (AAI), under the aegis of the Ministry of Civil Aviation, undertook a focused initiative to strengthen coordination among airport stakeholders and enhance the seamless movement of passengers across different stages of their journey.

The initiative emphasised closer coordination between airlines, Central Industrial Security Force (CISF), Customs and Immigration authorities, Ground Handling Agencies (GHAs), concessionaires, housekeeping teams and transport service providers, wherever applicable. The objective was to identify operational touchpoints where improved coordination could contribute to a smoother and more efficient passenger experience.

As part of the exercise, joint walk-throughs were undertaken to review passenger movement and identify potential gaps in the airport journey. Teams examined critical interfaces between different agencies and service providers, with emphasis on ensuring that responsibilities are clearly understood and that passenger-related issues are addressed without unnecessary delays.

The exercise also focused on reviewing passenger hand-off points and unresolved issues, enabling stakeholders to identify areas requiring immediate attention and coordinated resolution. This approach sought to strengthen accountability and ensure that issues do not remain unattended between different operational teams.

Critical passenger touchpoints were reviewed collectively, with stakeholders encouraged to establish clear responsibility and closure timelines for identified issues. Short, action-oriented discussions enabled teams to focus on practical solutions and strengthen coordination at key stages of the passenger journey.

The initiative highlighted the importance of a unified service approach, wherein every stakeholder contributes towards creating a consistent and hassle-free airport experience. Effective coordination among multiple agencies is essential to ensuring that passengers experience seamless transitions from one stage of their journey to another.

Through this initiative, AAI reaffirmed its commitment to fostering a culture of collaboration, accountability and passenger-centric service delivery. The exercise further advances the guiding principles of Yatri Seva Abhiyan 2026 — “Seva and Sankalp” and “Service with Smile” — by bringing stakeholders together to identify gaps, resolve issues and continuously improve the passenger experience.

For details please contact: General Manager (C.C) 011-20818228

Press Release No. 18/2026-27



Joint walkthrough with stakeholders at Kanpur Airport



Joint walkthrough with stakeholders at Puducherry Airport



Joint walkthrough with stakeholders at Surat Airport



Joint walkthrough with stakeholders at Bhubaneswar Airport