



PRESS RELEASE

AAI strengthens Baggage Handling and Passenger Facilitation at Airports

New Delhi, 23 September 2026: A smooth baggage experience is an important part of a seamless airport journey. As part of 'Yatri Sewa Abhiyan 2026', Airports Authority of India (AAI) today undertook focused measures at its airports to strengthen baggage-area facilities, improve passenger convenience and ensure a more organised and responsive baggage journey for arriving and departing passengers.

Airport teams reviewed baggage belts and display systems in arrival and departure areas, along with the availability and placement of baggage trolleys. Particular attention was given to ensuring that baggage areas remain uncluttered and that trolleys are readily available for passengers, particularly during periods of increased passenger movement.

The initiative also included a review of Lost & Found facilities to ensure that relevant information and assistance are clearly available to passengers requiring support with their baggage. Airport teams coordinated with airlines, Ground Handling Agencies and other relevant stakeholders to identify and address operational gaps affecting the smooth movement and retrieval of baggage.

Passenger-facing areas around baggage belts were also inspected to ensure orderly movement and ease of access. Awareness among passengers regarding appropriate baggage handling and applicable restrictions was reinforced wherever required, helping promote safer and more informed travel.

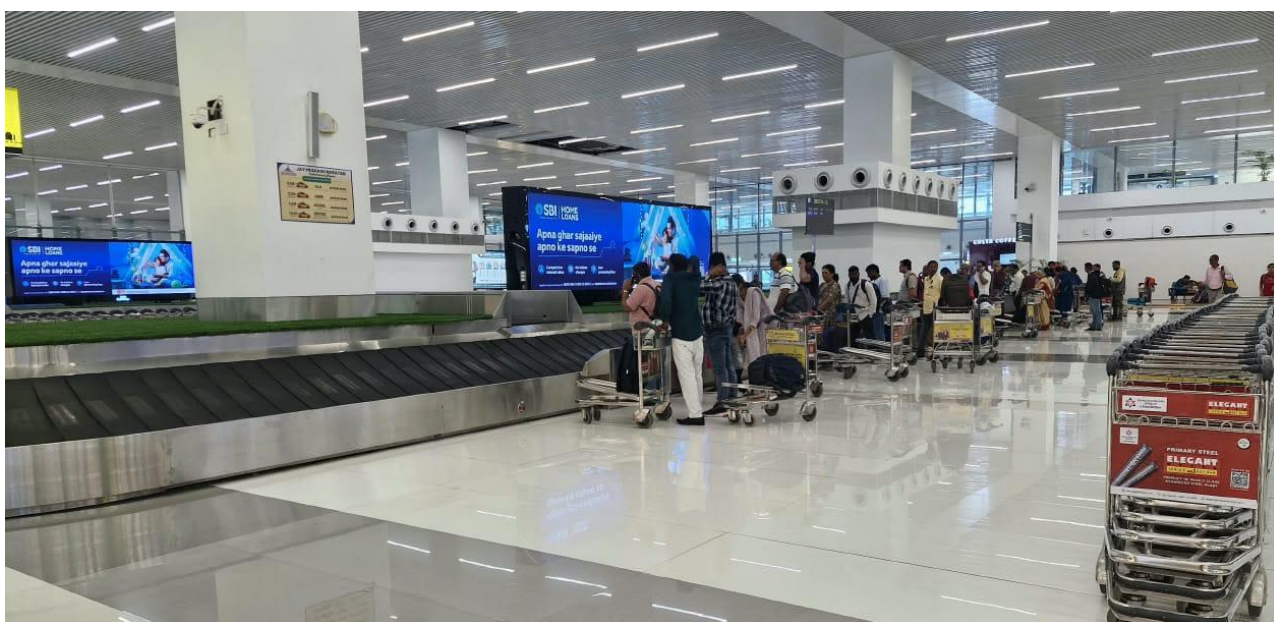
The initiative reflects AAI's commitment to strengthening every stage of the passenger journey, including the experience of collecting and handling baggage. By focusing on readiness, coordination and responsive assistance, AAI continues to translate "Seva and Sankalp" into practical improvements in passenger service.

Yatri Sewa Abhiyan 2026 will continue with theme-based initiatives across AAI airports, with sustained emphasis on passenger facilitation, service quality, safety, accessibility and courtesy. Through continuous monitoring and timely corrective action, AAI remains committed to providing passengers with a safe, smooth and hassle-free airport experience.

*Issued by Corporate Communications Directorate, AAI
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