



PRESS RELEASE

AAI Airports undertake Comprehensive Facility and Service Quality Audit

New Delhi, October 9, 2026: Continuing the nationwide “Yatri Seva Abhiyan 2026”, the Airports Authority of India (AAI), under the aegis of the Ministry of Civil Aviation, undertook a comprehensive audit of passenger facilities and service quality across its airports. The initiative focused on assessing the end-to-end passenger experience and identifying areas for improvement across key airport facilities and services.

The audit covered critical passenger-facing parameters including cleanliness, seating arrangements, signage, drinking water facilities, toilets, baggage services, digital services and food & beverage (F&B) facilities. Airport teams reviewed these facilities to assess their availability, functionality, accessibility and overall quality, with the objective of ensuring a consistent and comfortable experience for passengers.

Special attention was also given to facilities and services catering to Persons with Reduced Mobility (PRMs). Airport teams reviewed PRM facilities, parking and connectivity arrangements, security facilitation and staff behaviour to identify potential gaps and ensure that passengers requiring additional assistance are able to navigate the airport with greater ease and dignity.

The exercise also sought to verify the closure of observations identified during earlier activities under the campaign. A consolidated checklist was used to assess the status of previously identified issues and ensure that corrective measures were being implemented in a timely manner.

Passenger feedback formed an important component of the audit. Before-and-after evidence of improvements was captured, while passenger interactions and feedback were documented to provide a comprehensive assessment of service quality. The observations and improvement status were consolidated to support further corrective action and continuous enhancement of airport facilities.

Through this comprehensive audit, AAI reaffirmed its commitment to continuous improvement in passenger services and airport facilities. The initiative reflects the guiding principles of Yatri Seva Abhiyan 2026 — “Seva and Sankalp” and “Service with Smile” — by placing passenger experience, accessibility and service quality at the centre of airport operations.

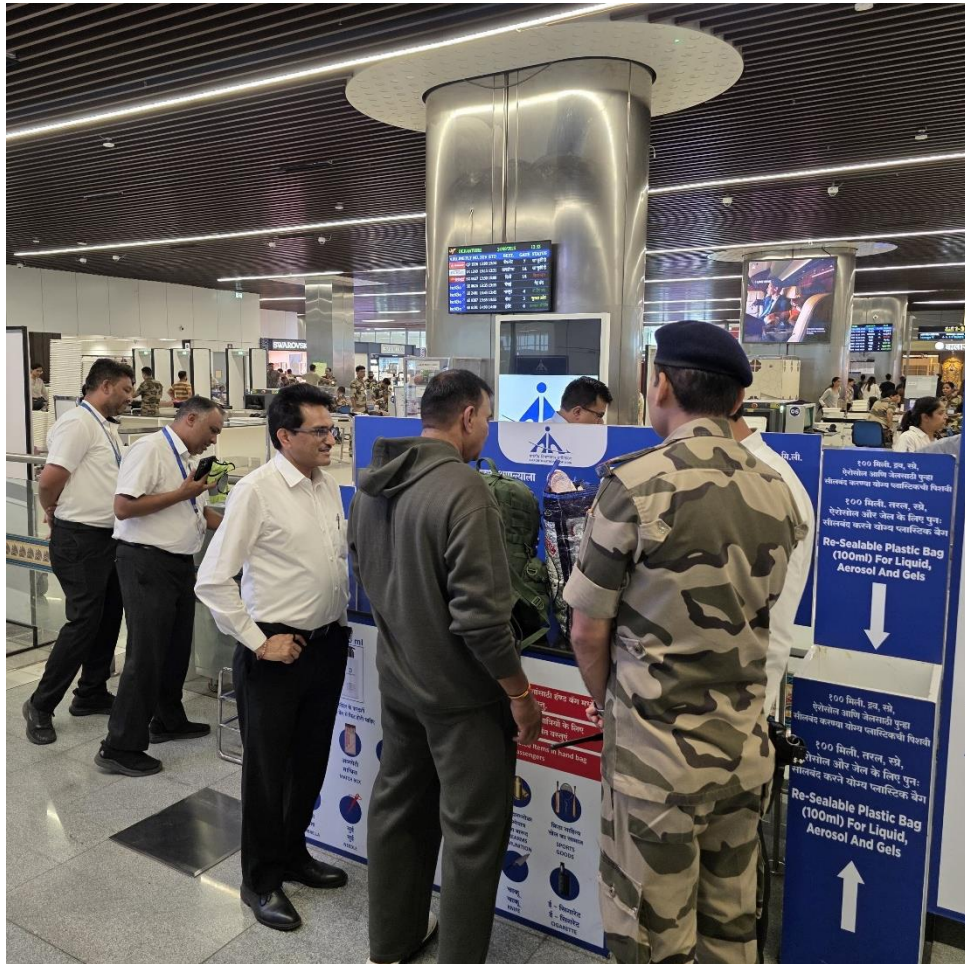
*Issued by Corporate Communications Directorate, AAI
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Press Release No. 19 /2026-27*



Quality check of Digital services at Chennai Airport



Quality Audit at Vijayawada Airport



Quality Audit at Pune Airport



Conducting comprehensive audit of passenger facilities at Jharsuguda Airport



Service Quality Audit at Pantnagar Airport