



PRESS RELEASE

AAI enhances Passenger Information and Navigation Across Airports

New Delhi, 22 September 2026: Clear directions and timely information are integral to a seamless airport experience. As part of 'Yatri Seva Abhiyan 2026', Airports Authority of India (AAI) today undertook focused measures across its airports to strengthen wayfinding signages, flight information and passenger communication systems, enabling passengers to navigate airport facilities with greater ease and access the information they need throughout their journey.

At AAI airports, teams reviewed directional signage across key passenger areas, with attention to visibility, placement, language clarity and consistency. Directions to essential facilities such as toilets, exits, transport facilities and helpdesks were also assessed, while outdated, contradictory or temporary signage was identified for removal or correction.

Airport teams also reviewed Flight Information Display Systems (FIDS), boarding gate and baggage belt information and boarding announcements in coordination with relevant operational teams and stakeholders. The exercise focused on ensuring that information displayed on screens and communicated through public announcements remains accurate, clear and consistent with operational updates.

Wherever feasible, people unfamiliar with the terminal layout independently navigated key passenger routes using available signage. This helped assess the effectiveness of existing wayfinding systems from a passenger's perspective and identify areas requiring clearer directions or additional guidance. Passenger feedback, wherever obtained, was also considered to identify opportunities for improving the accessibility and clarity of information.

The initiative reflects AAI's commitment to ensuring that passengers can navigate airport facilities with confidence and access reliable information at critical points of their journey. By strengthening signage, information systems and passenger communication, AAI continues to translate "Seva & Sankalp" into practical improvements in passenger facilitation and service delivery.

'Yatri Seva Abhiyan 2026' will continue with theme-based initiatives across AAI airports, with sustained emphasis on passenger facilitation, service quality, safety, accessibility, cleanliness and courtesy. Through continuous review, passenger

feedback and timely corrective action, AAI remains committed to a seamless, informed and passenger-friendly airport experience.

*Issued by Corporate Communications Directorate, AAI
For details please contact: General Manager (C.C) 011-20818228
Press Release No. 08/2026-27*



Bhavnagar Airport



Agartala Airport



Chhatrapati
Sambhaji
Maharaj
Airport

Kolkata
Airport





Vijayawada Airport