



PRESS RELEASE

HON'BLE MINISTER OF CIVIL AVIATION LAUNCHES NATIONWIDE "YATRI SEVA ABHIYAN" FROM PUNE AIRPORT

New Delhi, 17 September 2026: The Airports Authority of India (AAI), under the aegis of the Ministry of Civil Aviation, is observing 'Yatri Seva Abhiyan' across its airport network from today. Marking the launch of the campaign, the Hon'ble Minister of Civil Aviation, Shri Kinjarapu Rammohan Naidu, today participated in the 'Yatri Seva Abhiyan' at Pune Airport in the august presence of Shri Murlidhar Mohol, Hon'ble Minister of State for Civil Aviation and Cooperation, and Secretary, MoCA, Shri Samir Kumar Sinha, along with senior officials and dignitaries. The campaign is aimed at strengthening passenger-centric services and enhancing the overall airport experience through a series of initiatives focused on passenger convenience, service quality and engagement across the country.

The campaign, being observed from 17 September to 10 October 2026, brings together a range of passenger-focused initiatives aimed at promoting responsive service delivery, cleanliness, convenience and a culture of care and hospitality at airports. The Abhiyan is part of the continued efforts of the Government to strengthen citizen-centric and responsive public service delivery, with the passenger experience at the centre of airport operations.

As part of the initiative at Pune Airport, the programme commenced with the welcome of passengers with traditional tika and rose buds, reflecting the emphasis on a warm and courteous passenger experience. The launch programme also featured a rendition of Vande Mataram, followed by a tree plantation drive under "Ek Ped Maa Ke Naam" and a cleanliness drive under "Swachhata Hi Seva". The cleanliness initiative was accompanied by a Swachhata Hi Seva rally, reinforcing the message of collective responsibility towards maintaining clean and hygienic public spaces.

A Nukkad Natak on Digi Yatra was also organised at the departure area to create awareness among passengers about technology-enabled and seamless travel experiences.

The programme further featured the lighting of the lamp and "Seva Sankalp Abhiyan – Aashirvad Ka Diya", followed by a cultural programme. Safai Karamcharis were felicitated in recognition of their contribution towards maintaining cleanliness and hygiene at the airport, and scholarships were presented to their children.

The launch programme also included interaction with and felicitation of passengers travelling on the UDAN flight from Pune to Jalgaon, highlighting the importance of regional connectivity and passenger-focused service delivery.

Across AAI's airport network, the launch of Yatri Seva Abhiyan was marked through activities aligned with the theme of "Seva & Sankalp", with airports undertaking initiatives focused on welcoming and assisting passengers and enhancing the overall travel experience. The Abhiyan started with traditional welcome of passengers and collective recitation of Vande Mataram, inculcating and strengthening the spirit of patriotism, unity and national pride among all passengers.

Passenger assistance programmes were also carried out through dedicated Seva Desks for the elderly and Person with Reduced Mobility passengers. In order to create a sense of place and provide unique experience of regional culture and art, folk and cultural dance programmes were organised at all airports; widely appreciated by passengers. Attractive "Selfie with PM" booths were set up at airports which became the centre of attraction for the passengers. The initiatives reflected the campaign's emphasis on extending a warm, courteous and passenger-centric experience across the airport network.

The nationwide Yatri Seva Abhiyan will continue across AAI airports from 17 September to 10 October 2026 through a series of theme-based initiatives addressing different aspects of the passenger journey, including accessibility, seating, parking and connectivity, wayfinding, baggage, security facilitation, essential amenities, digital services, feedback and grievance redressal, cleanliness, sustainability and staff behaviour. The daily themes are designed to strengthen everyday service practices and encourage airports to undertake focused actions in line with local passenger needs.

Through the Abhiyan, AAI seeks to further strengthen a culture of responsive, courteous and passenger-centric service, with sustained attention to the quality, accessibility and overall experience of passengers across its airport network.

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