



PRESS RELEASE

Strengthening Passenger Feedback and Grievance Redressal by AAI

New Delhi, 29 September 2026: Continuing its focus on putting passengers at the centre of airport services, Airports Authority of India (AAI), under the aegis of the Ministry of Civil Aviation, observing “Yatri Seva Abhiyan 2026” with a dedicated focus on listening to passenger feedback, strengthening grievance redressal and ensuring that passenger concerns are addressed in a timely and responsive manner. The initiative reinforced the importance of direct engagement with passengers and using their feedback to improve service delivery throughout its airport network.

As part of the initiative, passengers were encouraged to share their experiences, suggestions and concerns through available feedback mechanisms. Feedback QR codes and AirSeva were promoted at appropriate locations to make it easier for passengers to communicate with airport authorities. Suggestion boxes and feedback kiosks were also reviewed to ensure their availability and usability. QR codes were positioned at high-footfall areas, while maintaining a clean and uncluttered passenger environment.

Airport teams also reviewed pending passenger grievances and feedback received through various channels, including CPGRAMS and other officially monitored platforms. Particular attention was given to recurring complaints and issues that may affect the passenger experience repeatedly. The exercise aimed at identifying areas requiring corrective action and ensuring that passenger concerns are appropriately examined and addressed by the concerned teams.

A key feature of the day’s activities was the organisation of a dedicated “Listen and Resolve” interaction desk at airports. The initiative provided passengers with an opportunity to directly share their concerns, suggestions and experiences with airport personnel. Staff members engaged with passengers, understood the issues being faced and facilitated resolution wherever the matter could be addressed locally. The direct interaction also enabled airport teams to gain a better understanding of recurring passenger concerns and areas where service delivery could be further improved.

Wherever recurring complaints were locally resolvable, airport teams undertook corrective measures and documented the action taken. This approach sought to move beyond merely recording feedback towards translating passenger inputs into visible improvements on the ground. Issues requiring coordination with other stakeholders or

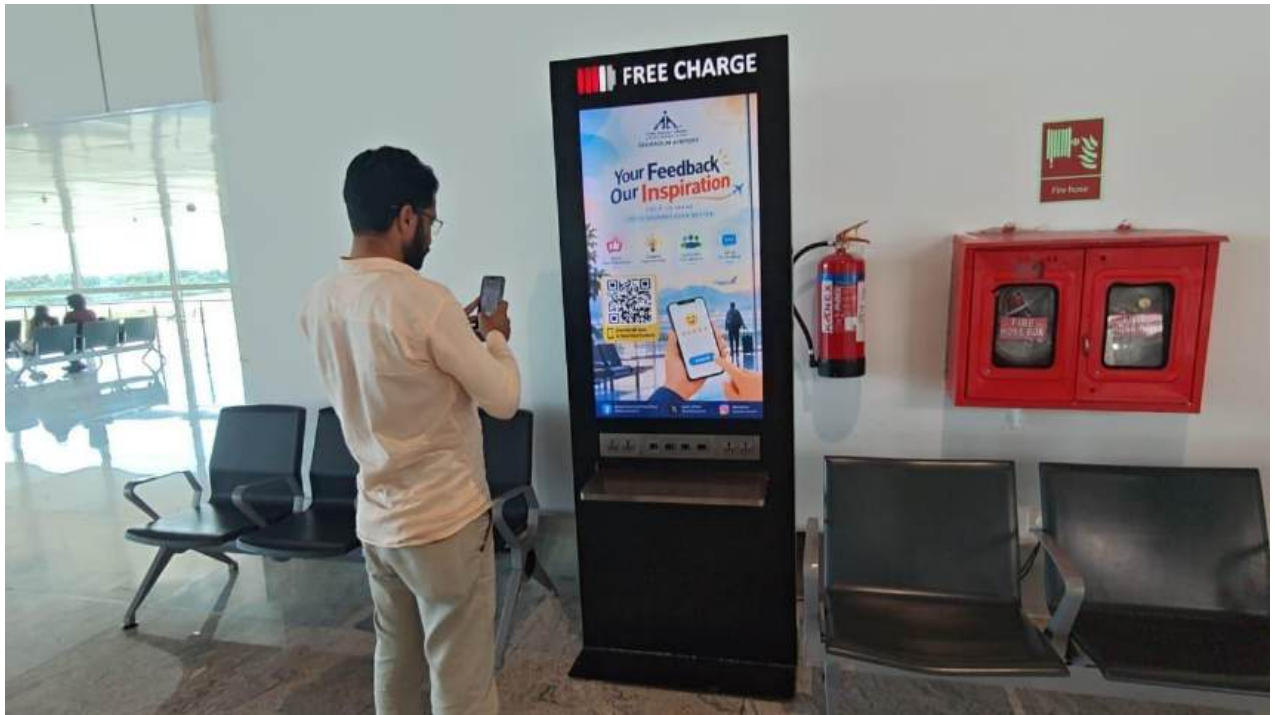
further examination were appropriately taken up through the established grievance redressal mechanisms.

The initiative underlines AAI's commitment to creating an open and responsive passenger-service environment, where feedback is not only received but also utilised as an important tool for continuous improvement. By strengthening accessible feedback channels, encouraging direct passenger interaction and focusing on timely grievance resolution, AAI seeks to ensure that the voice of the passenger remains an integral part of service improvement.

*Issued by Corporate Communications Directorate, AAI
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Listening to passengers' feedback at Trichy Airport



Passengers utilising feedback QR codes at Dehradun and Indore Airports



Helpdesk for assisting passengers at Goa Airport