

YATRI SEVA ABHIYAN 2026

Proposed Events & Activities

17 September – 10 October 2026

SEVA & SANKALP

SERVICE WITH SMILE

MEASURABLE OUTCOMES



Passenger Facilitation • Service Quality • Safety • Cleanliness • Courtesy

Airports Authority of India

Events & Activities | 17 SEP – 18 SEP

Daily Theme & Key Actions

DAY 1 • 17 SEP



Launch Day – Seva & Sankalp + HMCA 1st Visit

Formal launch by HMCA/APD.

- Vande Mataram recitation
- Folk Dance/Cultural Programme
- Passenger Assistance Programme
- Selfie with PM Booths (Approved design by CC Dte.)

DAY 2 • 18 SEP



Clean & Welcoming Landside

- Clean approach road, kerbside, forecourt and entry areas; remove litter / unauthorised clutter.
- Check dustbins, lighting, façade/glass cleanliness and orderly drop-off / pick-up lanes.
- Morning joint walk-through by Terminal/Landside/Housekeeping teams; rectify visible deficiencies same day.
- Capture before/after photographs at 2–3 identified locations.

Events & Activities | 19 SEP – 20 SEP

Daily Theme & Key Actions

DAY 3 • 19 SEP



Parking, Connectivity & Hassle-Free Arrival

- Prominently display parking rates and verify correct charging.
- Improve entry/exit lane discipline; check prepaid taxi/auto/public transport signage and app-cab lane.
- Deploy traffic marshals; maintain tout-free passenger areas.
- Test passenger journey from terminal exit to parking/taxi/bus points and remove bottlenecks.

DAY 4 • 20 SEP



Sufficient & Comfortable Seating

- Audit quantity, location and condition of passenger seating.
- Repair/remove broken chairs; adequate seating near gates/waiting areas; priority seating for elderly/PRM.
- Check nearby charging points and cleanliness.
- Audit during peak/non-peak periods; capture before/after and obtain feedback on seating gaps.

Events & Activities | 21 SEP – 22 SEP

Daily Theme & Key Actions

DAY 5 • 21 SEP



Sugam Yatra – PRM, Divyangjan & Senior Citizens

- Check wheelchair availability/response time, ramps/lifts and accessible toilets.
- Verify Braille/tactile signage where provided, priority assistance and e-cart service where available.
- Run wheelchair accessibility walk-through from entry to gate/arrival exit.
- Verify call points/contact numbers and brief frontline staff on respectful assistance.

DAY 6 • 22 SEP



Wayfinding, FIDS & Passenger Information

- Audit directional signage for visibility, language clarity and consistency.
- Verify FIDS, gate/belt information and boarding announcements.
- Improve directions to toilets, exits, transport and helpdesk; remove contradictory temporary signs.
- Use an unfamiliar team to navigate key paths using signage only; cross-check FIDS/PA against operations.

Events & Activities | 23 SEP – 24 SEP

Daily Theme & Key Actions

DAY 7 • 23 SEP



Safe & Smooth Baggage Journey

- Check baggage belts/displays and trolley availability at arrival/departure.
- Ensure trolley retrieval, uncluttered baggage areas and visible/responsive Lost & Found.
- Passenger awareness on baggage handling and prohibited items.
- Inspect peak arrivals; position trolleys before flights and coordinate airline/GHA/terminal teams for rectification.

DAY 8 • 24 SEP



Security with Courtesy & Helpdesk Strengthening

- Joint facilitation with CISF/security; queue management at SHA and prohibited-item awareness.
- Ensure tray availability/cleanliness, functional helpdesks and visible “May I Help You” staff.
- Brief staff on grooming and courteous communication.
- Deploy queue marshals as needed; guide families/elderly while maintaining security procedures.

Events & Activities | 25 SEP – 26 SEP

Daily Theme & Key Actions

DAY 9 • 25 SEP



Potable Water & Essential Amenities

- Inspect RO/water coolers/taps/Water ATMs for hygiene and availability.
- Check cups/glasses where applicable, nearby seating, dustbins and basic amenities.
- Physically test every passenger-accessible drinking-water point; rectify leakage/non-functional units.
- Clean surrounding areas and improve directional signage to hard-to-find water points.

DAY 10 • 26 SEP



Digital Ease of Travel

- Promote Digi Yatra where operational; test free Wi-Fi and charging points.
- Ensure UPI/digital payment acceptance displays and verify digital kiosks/QR services.
- Set up a small digital-assistance desk during peak periods.
- Help passengers use available digital services; mark/remove unsafe or non-working charging sockets.

Events & Activities | 27 SEP – 28 SEP

Daily Theme & Key Actions

DAY 11 • 27 SEP



World Tourism Day – Atithi Devo Bhava + HMCA Visit 2

- Passenger welcome; showcase local art, culture, handicrafts/ODOP and tourism information.
- Short cultural performance at a non-obstructive location; HMCA interaction with tourists/passengers.
- Inspect F&B hygiene, MRP/rate display and affordable options such as Udaan Yatri Cafe/Jan Ahaar where available.
- Focus media/photo opportunities on Indian hospitality and passenger service.

DAY 12 • 28 SEP



Women, Children & Family-Friendly Airport

- Inspect baby-care/nursing rooms, child feeding/play facilities and strollers where available.
- Check sanitary-pad vending/disposal facilities, women helpdesk/safety and priority family facilitation.
- Verify privacy, cleanliness, signage and usability; ensure facilities are accessible/unlocked.
- Rectify missing consumables/signage on the same day.

Events & Activities | 29 SEP – 30 SEP

Daily Theme & Key Actions

DAY 13 • 29 SEP



Passenger Voice – Feedback & Grievance Redressal

- Promote Feedback QR/AirSewa and check suggestion boxes/kiosks.
- Review pending grievances including CPGRAMS and recurring complaints/officially monitored feedback.
- Run a fixed-period “listen and resolve” desk with direct passenger interaction.
- Close locally solvable recurring complaints with evidence; place QR codes at high-footfall points without clutter.

DAY 14 • 30 SEP



Airport as a Gateway to Local Culture

- Showcase local art, music, handicrafts/ODOP and heritage.
- Short cultural performance at a suitable non-obstructive location; tourism information and passenger-friendly selfie point.
- Prefer local schools/artists and off-peak windows where feasible.
- Ensure sound/location do not affect announcements, security or circulation; highlight local identity with minimal expenditure.

Events & Activities | 01 OCT – 02 OCT

Daily Theme & Key Actions

DAY 15 • 01 OCT



Punctuality, Flight Information & Weather Readiness

- Review boarding/gate announcement timeliness, FIDS accuracy and coordination for OTP.
- Check weather/adverse-condition preparedness and passenger communication during delay/disruption.
- Operational coordination review with ATC/airlines/GHAs/terminal teams as applicable.
- Simulate a delay communication scenario; verify consistent information across FIDS, PA and counters.

DAY 16 • 02 OCT



Swachhata Diwas – Gandhi Jayanti + HMCA Visit 3

- Intensive hygiene audit of terminal, toilets, bathrooms, taps and wash areas; ensure soap/tissue/sanitary items.
- Sanitisation, waste removal/segregation and staff/stakeholder Shramdaan at suitable areas.
- HMCA may lead/participate in symbolic Shramdaan followed by toilet/passenger-contact inspection.
- Showcase before/after improvements, waste segregation and housekeeping teams; keep activities non-disruptive.

Events & Activities | 03 OCT – 04 OCT

Daily Theme & Key Actions

DAY 17 • 03 OCT



Green & Sustainable Airport

- Waste segregation, reduction of single-use plastic and green/plantation areas.
- Energy conservation, efficient lighting/AC practices and e-vehicle awareness/use where available.
- Focus on operational practices rather than symbolic plantation alone.
- Check segregation at source and identify one measurable energy/waste improvement for continuation.

DAY 18 • 04 OCT



Women, Children & Family-Friendly Airport

- Review women/child/senior citizen/PRM facilities together.
- Inspect baby-care/nursing rooms, feeding/play areas, sanitary-pad facilities, accessible toilets, seating and priority queues.
- Run a family/PRM passenger-journey checklist from entry to gate/arrival exit.
- Check privacy, cleanliness, signage/usability; obtain passenger interactions where appropriate and assign closure timelines.

Events & Activities | 05 OCT – 06 OCT

Daily Theme & Key Actions

DAY 19 • 05 OCT



Medical & Emergency Preparedness

- Inspect Medical Inspection Room/medical facility, ambulance, emergency contact display and first-aid readiness.
- Verify wheelchair support and stakeholder coordination.
- Test emergency contact response and ambulance access route.
- Conduct a short non-disruptive drill/tabletop exercise; record gaps and verify emergency equipment/medicines as applicable.

DAY 20 • 06 OCT



Service with Smile – Staff Behaviour Excellence

- Shift-wise soft-skill refresher for frontline staff on courtesy, empathy and clear communication.
- Grooming/uniform check and passenger-first behaviour.
- Cover handling of elderly passengers, complaints, delays and language barriers in 15–20 minute micro-sessions.
- Recognise exemplary service / Best Sevak or Best Smile based on observed passenger service.

Events & Activities | 07 OCT – 08 OCT

Daily Theme & Key Actions

DAY 21 • 07 OCT



UDAN, First-Time Flyer & Non-Passenger Facilitation

- Special assistance for first-time/UDAN passengers; baggage and security-process awareness.
- Simple/pictorial travel guidance and clearly identified facilitator during peak departures.
- Where relevant, review cargo/GA-side basic amenities for drivers/visitors: water, toilets and rest areas.
- Maintain passenger-terminal focus while improving basic human amenities.

DAY 22 • 08 OCT



Stakeholder Synergy for Seamless Journey

- Joint walk-through with airlines, CISF, Customs/Immigration where applicable, GHAs, concessionaires, housekeeping and transport.
- Review hand-off points and unresolved passenger issues.
- Walk 3–5 critical touchpoints and agree responsibility/closure time for each issue.
- Circulate a one-page action tracker; keep the meeting short and action-oriented.

Events & Activities | 09 OCT – 10 OCT

Daily Theme & Key Actions

DAY 23 • 09 OCT



Comprehensive Facility & Service Quality Audit

- End-to-end audit of cleanliness, seating, signage, water, toilets, baggage, digital services and F&B.
- Review PRM facilities, parking/connectivity, security facilitation and staff behaviour.
- Verify closure of observations raised during earlier theme days using a consolidated checklist.
- Capture before/after evidence and final passenger feedback; prepare concise improvement status for finale.

DAY 24 • 10 OCT



Valedictory – Seva Report, Recognition & Sustenance + HMCA Visit 4

- Grand finale; felicitate frontline staff/stakeholders and present measurable improvements/passenger feedback.
- Release/present campaign report/booklet; final press/media communication; announce sustenance actions.
- Show before/after visual summary, testimonials and best practices; brief terminal walk-through to verify improvements.
- Conclude with practical sustenance plan assigning owners and review frequency after 10 October.



THANK YOU

From daily activity to a lasting culture of passenger service

SEVA • SWACHHATA • SAHYOG • SERVICE WITH SMILE

VISIBLE IMPROVEMENT

PASSENGER DELIGHT

SUSTAINED ACTION

Airports Authority of India