



Dabolim airport to roll out 25-day 'Yatri Sewa Abhiyan' from Sept 17

Campaign to enhance passenger assistance, cleanliness, accessibility and grievance redressal at airports

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Goa International Airport at Dabolim will join airports across the country in observing the 25-day 'Yatri Sewa Abhiyan' from September 17 to October 10, with a focus on making air travel more passenger-friendly, efficient and hassle-free.

The campaign, being undertaken by the Airports Authority of India, is aimed at enhancing the overall travel experience by ensuring timely assistance, proper guidance and comfortable facilities for passengers. The initiative will place particular emphasis on passenger facilitation, cleanliness, accessibility, information dissemination, grievance redressal and prompt assistance.

As part of the campaign, special attention will be given to senior citizens, women, children, persons with disabilities and passengers requiring additional support. Airport personnel and service providers will be encouraged to proactively assist passengers, address their concerns and ensure that essential facilities remain easily accessible.

The campaign will also seek to make passengers aware of the facilities and services available at the airport, while feedback from travellers will be used to identify areas requiring improvement and enable corrective measures.

The launch on September 17 will feature a range of activities, including Vande Mataram recitation, a First Flyer Assistance programme, a cultural programme for welcoming passengers and a 'Service with Smile' initiative. The campaign will also mark World Tourism Day and Gandhi Jayanti, besides concluding with a valedictory programme on the final day.

Among the initiatives planned during the 25-day campaign are clean and welcoming landside areas, improved parking facilities and hassle-free arrivals, adequate seating, service quality audits and 'Sugam Yatra' services focusing on persons with reduced mobility, Divyangjan, senior citizens, women and children.

The campaign will additionally focus on wayfinding, safe baggage handling, security checks, availability of water and essential amenities, digital ease of travel, family-friendly airport facilities and grievance redressal. Local art will also be showcased as part of the passenger experience.

The airport will lay emphasis on timely flight information, medical and emergency preparedness and coordination among stakeholders to facilitate a seamless journey for passengers.

During the nation-wide campaign, Union Minister for Civil Aviation Shri. Kinjarapu Rammohan Naidu is expected to visit selected airports on four occasions — the launch day, World Tourism Day, Gandhi Jayanti and the final day — to examine passenger facilities and interact with passengers and tourists to gather feedback on their expectations.

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