



Yatri Sewa Abhiyan Concludes at Goa International Airport, Dabolim

25-day campaign focuses on passenger convenience, accessibility and improved airport facilities

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The 25-day 'Yatri Sewa Abhiyan', organised by the Airports Authority of India (AAI) at Goa International Airport, Dabolim, from September 17 to October 10, concluded on today with a renewed focus on improving passenger convenience, accessibility and service standards.

The campaign aimed to enhance the overall travel experience by ensuring efficient, courteous and passenger-friendly services. As part of the initiative, airport officials inspected key facilities and undertook measures to improve cleanliness, seating arrangements, parking management, wayfinding signage, baggage handling, drinking water availability and helpdesk services.

Speaking about the initiative, Airport Director Flt. Lt. Akash Deep said that various measures were undertaken to improve passenger facilities and ensure a more comfortable and hassle-free travel experience.

The campaign also featured several passenger engagement activities, including singing, drawing and cupcake decoration at the Security Hold Area. Passengers were welcomed with traditional tikka, gifts and seed pens. In coordination with the Goa Tourism Development Corporation, traditional Goan dance performances and other cultural activities added a local touch to the campaign.

Special emphasis was placed on facilitating persons with reduced mobility, Divyangjan, senior citizens, women, children, families and first-time flyers. Digital initiatives such as Digi Yatra, Self Baggage Drop and Common Use Self-Service (CUSS) kiosks were also reviewed to promote ease of travel and streamline passenger movement.

As part of the campaign, a cleanliness drive and a Waste-to-Art exhibition were organised on Gandhi Jayanti. Airport officials also reviewed medical and emergency preparedness, passenger grievance redressal mechanisms and sustainable airport practices.

On the concluding day, Airport Director Flt. Lt. Akash Deep, along with airport officials, conducted a walkthrough of the terminal to assess the improvements undertaken and review the facilities available to passengers.

Goa International Airport, Dabolim, reaffirmed its commitment to maintaining high service standards and providing a safe, seamless, accessible and passenger-friendly travel experience beyond the campaign period.

Source: Airports Authority of India (AAI), Goa/PIB Panaji/AY/PK

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