

Jaipur International Airport gets ACI's Level 3 Accreditation for Customer Experience

- *The prestigious accreditation recognises the steadfast commitment of the airport to continuing customer experience improvement*
- *The use of technology and focus on passenger-centric services has improved the passenger experience at JAI*

Jaipur, Rajasthan, 26 May 2025: Jaipur International Airport (JAI) has received the Level 3 accreditation from Airports Council International (ACI) for enhanced customer experience and seamless customer experience, recognising the airport's commitment to continuous improvement of customer experience through passenger-centric services. This global recognition marks a significant milestone in Jaipur airport's journey to enhance passenger experience.

ACI Level 3 accreditation is given for promoting an advanced customer experience strategy through multifaceted engagement of customers, employees, and customer experience professionals. Achieving Level 3 accreditation signifies the implementation of advanced practices in areas such as airport service innovation, airport culture, governance, operation improvement, strategy, and customer understanding.

Having achieved Level 1 in 2023 and Level 2 in 2024, Jaipur International Airport's swift advancement to Level 3 reflects its strong commitment to service excellence. With passenger-centric services and upgrades including, network upgradations, technical advancements, enhanced seating capacity, and innovations that enhance terminal operations for efficient passenger experience.

"We are honoured to receive this global recognition from ACI. Achieving this milestone reflects our unwavering commitment to incorporate passenger-centric services and enhancing passenger experience. It is the only accreditation program in the airport industry to provide a 360° view of customer experience management," said a Jaipur International Airport spokesperson.

ACI's Customer Experience Accreditation helps identify areas of new management practices and develop an action plan to implement innovative ways of enhancing passenger experience.

About Jaipur International Airport Limited

Jaipur International Airport is managed by Adani Airport Holdings Limited (AAHL), a subsidiary of Adani Enterprises, the flagship company of the globally diversified Adani Group.

AAHL, subsidiary of Adani Enterprises Limited (AEL), the flagship of the globally diversified Adani Group, is the largest private operator of airports in India. Jaipur International Airport Limited (JIAL) is responsible for the operation and modernisation of Jaipur International Airport, a key aviation asset located in the heart of Jaipur, the capital of Rajasthan.

Jaipur International Airport (IATA: JAI, ICAO: VIJP)



Jaipur International Airport holds the distinction of being Rajasthan's busiest airport in terms of passenger traffic, managing over 6 million passengers in FY2024-25 and catering to nearly 120 Air Traffic Movements (ATMs) every day. Jaipur International Airport is spread over 776 acres.

With a 'digital-first' approach, the airport offers every passenger seamless experience, driven by state-of-the-art technology, infrastructure and operational excellence. Jaipur International Airport received accolade of Zero Waste to Landfill (ZWL) from the Confederation of Indian Industry (CII-ITC) Centre of Excellence for Sustainable Development. The Airport has also received ACI Level 3 accreditation by the Airport Council International (ACI) in May 2025.
