

Jaipur International Airport Implements Automated Lost & Found System to Enhance Passenger Convenience

- The advanced system enables passengers to access their lost item status anytime through the airport's website or Adani One mobile app
- Instant response mechanism significantly enhances passenger experience & reduces stress
- The technologically advanced system has led to the return of over 85% lost items in past 3 months

Jaipur, 17 December 2025 – In line with its continuous efforts to enhance passenger experience, Jaipur International Airport Limited (JIAL) implemented a fully automated Lost & Found System. The new automated system improves transparency and enables a seamless travel experience. This technology-driven upgrade replaces the earlier traditional method with a digital, efficient, and passenger-friendly process.

The new and advanced automated system leverages an AI-powered camera which automatically captures, logs, and uploads images of every lost item along with its description and location along with date, and time, thereby ensuring accurate documentation. The upgraded lost and found system has resulted in returns of over **85%** of lost items in the past three months.

The new system also enables passengers to access their lost item status anytime through the airport's website or Adani One mobile app, offering '*on-the-go* convenience'. The instant response mechanism of the system significantly enhances passenger experience by reducing their stress associated with misplaced belongings.

This digital upgrade enhances passenger convenience by enabling fast and successful handovers of the lost items to the rightful passengers. In addition, all the lost items are stored using the globally acceptable 5S method - Sort, Set in Order, Shine, Standardise, and Sustain. This helps facilitate a well-organised and secure storage handling, facilitating quicker and efficient returns.

Furthering the efforts of enhancing passenger convenience, Jaipur International Airport became the **first airport in the country to start 24x7 operations of Lost & Found service at both the terminals**. By extending the Lost & Found services 24x7, the airport offers round the clock service to passengers to claim their lost belongings.

Recognising the impact of this innovation in elevating passenger convenience, Jaipur International Airport received the Gold Award at the 19th Chapter Convention on Quality Concepts (CCQC) by the Quality Circle Forum of India (QCFI) earlier this year.

"This digital transformation reinforces our commitment to delivering a smooth, transparent, and passenger-first experience. The automated Lost & Found system not only strengthens operational efficiency but also ensures that travellers feel supported and reassured at every step of their journey. We are continuously working towards integrating more AI driven solutions to bolster our services, leading to enhanced passenger experience. We will continue to invest in smart solutions that elevate convenience and set new benchmarks for service excellence." said an airport spokesperson.

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.

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