

## Jaipur International Airport Elevates Passenger Convenience Using AI-Enabled Airport Queue Management System (AQMS)

### Editor Notes

- *The analytical system leverages AI-enabled technology that notifies helpdesks and service executives of the passenger numbers across various areas within the terminal*
- *Real time insights are relayed to Customer Service Executives to provide timely assistance, deploy additional resources, and ease congestion*
- *The system enables smoother passenger movement, reduced waiting time, and timely assistance during peak travel hours*

**Jaipur, 07 January 2026** – Keeping passenger convenience at the core of operations, Jaipur International Airport Limited (JIAL) implemented Airport Queue Management System (AQMS) to efficiently manage passenger traffic during peak travel hours at both the terminals. This analytical system involves an AI enabled technology that assesses passenger movement across various areas within the terminal, enabling effective passenger congestion management. Real time insights are relayed to the dedicated help desks, enabling customer service executives to provide timely assistance, including deploying additional resources to provide passenger convenience. This technology enables effective passenger-flow management on a real-time basis.

This real-time responsiveness becomes most critical during peak travel hours when passenger traffic is high. AQMS enhances passenger convenience by enabling smoother passenger movement. It helps provide comfortable travel experience to the passengers further enhancing airport's operational efficiency.

The AI-based technology through its effective model can also enumerate the average time taken for the passenger from security-check to reaching the boarding gates. This helps the various airport teams to gauge any challenges being encountered by passengers on a real-time basis. With the ever-growing passenger numbers at Jaipur, this technology coupled with effective passenger management mechanisms enables effective troubleshooting of passenger concerns leading to seamless movement.

“The integration of Artificial Intelligence and human capability through this Airport Queue Management System opens an exciting avenue where these two elements fuse together to drive convenience for millions of passengers travelling through Jaipur International Airport” said an airport official. He added, “We are leveraging the amalgamation of these two elements to help passengers in every possible way. We will continue to explore more frontiers where this win-win combination can drive greater convenience for our passengers to foster a smooth and comfortable travel 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.

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