

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
STARRED QUESTION NO : 81
(TO BE ANSWERED ON THE 8th December 2025)

AI-BASED DESK OF GOODNESS SERVICE AT AIRPORTS

*81. SMT DARSHANA SINGH

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) the details of AI-based "Desk of Goodness" system and the manner in which it facilitates in passenger assistance and security monitoring;
- (b) whether there is any plan to expand this technology to airports across the country, if so, the airports which are proposed for this technology and the estimated timeline for this;
- (c) the key results and benefits achieved with this system so far; and
- (d) the privacy standards and protocols adopted to ensure the security of passengers' video/data?

ANSWER

MINISTER OF CIVIL AVIATION

(Shri Kinjarapu Rammohan Naidu)

(a) to (d): A statement is laid on the table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (D) OF RAJYA SABHA STARRED QUESTION NO. 81* FOR REPLY ON 08.12.2025 REGARDING "AI-BASED DESK OF GOODNESS SERVICE AT AIRPORTS" ASKED BY SMT. DARSHANA SINGH

(a): "Desk of Goodness" was an Artificial Intelligence (AI) based initiative, undertaken by the operator of Ahmedabad Airport on pilot basis. The AI based system aimed to identify passengers who may need assistance, such as those with reduced mobility, elderly travelers, women carrying infants, or someone with accidental fall, etc., with surveillance cameras, through real-time video analytics and smart notifications.

(b): The proof of concept (POC) did not meet the expectations of airport operator and the initiative is no longer in existence.

(c) & (d): Does not arise.
