

Bolstering medical support across borders against COVID-19

The pandemic has had an unparalleled impact, its effects have encompassed all regions. The very real risk to life led to many governments closing their borders in early 2020 against passenger air travel, while keeping air cargo and emergency travel operations active to provide essential aid to the needs of the many. Fifteen months on, after being ravaged by multiple strains of the pandemic, air freight and air ambulances continue to be important for countries during these challenging times. As one of the busiest airports in the country, Mumbai International Airport has played a key role in facilitating the transportation of essential medical goods and emergency services thanks to its well-equipped infrastructure, digital innovations, strategic foresight, and trained and dedicated workforce.

Facilitating international air ambulances

Over and above its general day-to-day operations, Mumbai International Airport's GA Terminal has catered to approximately 185 medical ambulance flights carrying over 654 passengers since the outbreak of the pandemic in early 2020. Between the months of April to June 2021 alone, the airport's GA terminal catered to over 75 air ambulance operations across domestic destinations, including Allahabad, Bhubaneswar, Bangalore, Begumpet, Bilsapur, Bhopal, Chennai, Delhi, Gwalior, Indore, Jabalpur, Jodhpur, Lucknow, Mangalore, Nagpur, Pantnagar, Patna, Raipur, Rajkot, Sholapur, Tirupati, Udaipur, Varanasi and Vizag. Besides these, the airport also catered to a total of nine international air ambulance ATMs across destinations such as Baku, Male, Manama, Sharjah, Singapore and Trabzon.

Airport personnel and emergency charters

The airport's GA operations team has been exceptional at coordinating amongst all parties and agencies and diligently ensures adherence to the preventive protocols issued by the Government of India for the safety of the patients, the passengers accompanying them as well as the personnel at the airport. While keeping in mind that the specifications for facilitating these essential operations can vary from case to case, the effective implementation of the standard procedures planned out by the Mumbai International Airport's GA team has resulted in achieving a processing time as short as 15 minutes for domestic and 25 minutes for international flights, including customs and immigration clearance. Additionally, the airport's GA terminal has also processed and supported the efficient and timely arrival and departure of emergency charters bringing in medical personnel, equipment, live organs amongst other forms of medical requirements across borders.

Aiding in a seamless supply chain of goods

In addition to its contribution to air ambulance operations, Mumbai International Airport has also been working tirelessly to ensure a seamless supply chain of essential goods including much-needed pharmaceutical cargo since the year 2020. Mumbai International

Airport Air Cargo's ingenious physical and digital infrastructure, trained and experienced workforce, strategic partnerships, and vast global connectivity and network has set the airport apart as a premier cargo hub in the country. From supporting the shipments of Personal Protective Equipment (PPEs), pharma samples, medicines, machinery amongst others to vaccine transshipments to the import and distribution of oxygen concentrators and other COVID-relief supplies, Mumbai International Airport's Cargo Terminal has been a witness to the changing needs of the world with the evolution of the pandemic.

COVID-19 Task force: The role of airports goes beyond leisure and travel

Mumbai International Airport gained recognition as a significant extension of the nation's healthcare framework by becoming the first airport in India to export the first-ever batch of Government Grant vaccination to international destinations in January 2020. Since then, the airport has facilitated the efficient transportation of around 107 million doses of vaccines to over 139 destinations across the world. This consists of about 51.3 million doses distributed within India and over 55.8 million doses transported across the globe. Mumbai International Airport has been prioritizing the shipments of these vaccines and registered an average cargo processing time of just 10 minutes for domestic delivery and 25 minutes for international, including offloading and storage. Given the requirement for timely and temperature-controlled movement of the vaccine, the existing infrastructure at Mumbai International Airport enables the airport to offer a continuous temperature-controlled movement and seamless processing of essential pharma goods through the airport.

Additionally, with the onset of the second wave of the pandemic in the country, Mumbai International Airport's Air Cargo catered to the need of the hour by giving precedence to the seamless processing of COVID-relief supplies. As foreign countries extended their aid to help India fight off the overwhelming challenge of the second wave, Mumbai International Airport facilitated the shipment of approximately 923 tonnes of COVID relief supplies such as Oxygen concentrators, vials of COVID medicines among others. With efficient prioritization of vaccine and medical relief cargo shipments and the timely implementation of the standard operating procedures, the cargo team at Mumbai International Airport successfully facilitated the movement of approx. 13,500 tons of life-saving medical and pharmaceutical equipment across 40 international destinations through over 13,690 freighter aircrafts.

Battling the pandemic on an international scale

This period of COVID-19 saw the emergence of demand for special services and requirements like never before. Mumbai International Airport's immediate response to these demands, provision of best-in-class services and adoption of several measures to smooth the passage for patients as well as essential cargo movements have made the airport an invaluable addition to national healthcare infrastructure. Mumbai International Airport's initiatives, dedication, and drive to vigilantly ensure a seamless journey during these challenging times have enabled the airport to provide a memorable experience filled with convenience for the patients as well as the airport's stakeholders and cargo partners.



About Mumbai International Airport Limited (MIAL):

Mumbai International Airport Limited (MIAL) is managed by Adani Airport Holdings Limited (AAHL), a subsidiary of Adani Enterprises, the flagship company of the globally diversified Adani Group. MIAL is a Public-Private Partnership (PPP) venture between AAHL, holding a majority stake of 74%, and the Airports Authority of India, holding the rest 26%. AAHL aims to converge India's biggest cities in a hub and spoke model through the Group's proven strength in developing and managing complex transport & logistics hubs.

With a strong understanding of modern-day mobility requirements, the Adani Group's vision for MIAL is to reinvent Mumbai International Airport as India's biggest aerotropolis, where the traditional airport nucleus of passenger and cargo infrastructure will be reinforced by interdependent clusters of commercial and residential infrastructure to create the nation's busiest airport ecosystem.

MIAL has been further envisioned as a global air-travel focal point where domestic and international flyers actively engage in business and leisure supported by metropolitan expansion that catalyses aviation-linked businesses and employment opportunities. At MIAL, we intend to create distinctiveness with an experiential offering that puts Mumbai first.