

Chhatrapati Shivaji Maharaj Mumbai International Airport's initiatives to create a memorable passenger experience

With the growing passenger traffic at airports across as more and more people opt for air travel, the sheer number of passenger handling have turned airports into a prominent service provider. In this respect, Mumbai International Airport has been an epitome of world-class hospitality and service.

While the employees leave no stone unturned to live upto the airport's standards of services, it becomes even more noteworthy when dedicated staff members like Naresh Gowda, outperform their set roles on multiple occasions to help the passengers. In an impressive display of readiness and efficiency, Naresh Gowda turned out to be a savior for two passengers who found themselves in dire situations recently at the airport.

Travelling from Jodhpur, in a recent incident, a passenger post reaching home realised he had mistakenly left his apple iPad near the smoking zone next to belt number 11. As soon

as he got hold of the issue, he made calls to the airport support team and Naresh took charge of the situation from this point. Right at the reception of the issue, Naresh immediately swung into action and firstly found the missing iPad and took it into his custody for safe keeping. Further to which, Naresh awaited the passenger's arrival to safely handover the prized possession back to him. "Naresh Gowda, I must tell you, a gem of person. He immediately reached out and found my iPad, took it in his custody and waited for me to come and pick it from him. I really want to thank Mr. Naresh for the same, and the brilliant service by airport authorities. I would like to give 10/10 stars to Mr. Naresh", added the relieved passenger.

In another incident, another passenger on her return from her hometown found herself in a tricky situation as she realised she had displaced her baggage at the Baker Street zone near the Arrival area. Her immediate response was to get in touch with Airport Authorities who got into action right on spot to retrieve her baggage. In comes, Naresh who began the process to recover her displaced baggage and instantly identified her baggage and took it in his custody. Not only did he arrange for the smooth handover of the baggage to the passenger but also ensured to assist her throughout the process, including assistance with the formalities and more. Commenting on the same, the passenger said," Due to certain issues from my end; I had lost it near the Baker Street area of the Arrival zone at the Airport. Mr. Naresh Gowda helped me identify, find, and help me collect the same. He was in constant contact with me to check my arrival and gladly came outside to greet me and guide me to the process area and verify all my credentials. "

Naresh Gowda's efforts and sincere reception to his calls of duty remain an exemplary model of work and diligence that one witnesses at Mumbai International Airport. Every process and individual associated with the airport is aimed at providing not just the efficient services but also going above and beyond to ensure every passenger need is catered to with the implementation of the best-in-class practices.



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.