

Chhatrapati Shivaji Maharaj Mumbai International Airport staff comes to the rescue; returns valuable items to a passenger

As travel looks a little different these days, it is easy to get caught in the hustle-bustle of the 'new normal' travel routine; where only a smoothly functioning operation and diligent effort by the staff can save the day and make the journey memorable. Mumbai International Airport witnessed one such act of determined service from the staff at the airport in helping find valuable possession of a passenger.

Travelling through Mumbai International Airport, a passenger, booked on an IndiGo flight to Chennai had carried his belongings on a trolley. While dropping the trolley near East E-gates, before the security area, the passenger forgot to collect his green colored Hidesign pouch from the trolley and continued his journey to board the flight. An airport staff, Mr. Santosh Kanerkar, happen to see an unattended green color pouch lying in a trolley. As a responsible staff following the norms laid down by the airport, Santosh carried the pouch directly to the Lost & Found (L&F) department. The L&F team identified that the pouch contained 02 white metal rings, 01 white and yellow metal bracelet few miscellaneous papers and Rs. 17000/- in cash.

In a proactive attempt, Zonal DTO Mr. Venkat Ambuj tried reaching the passenger through and in a fortunate bid, Mr. Ambuj was successful in getting through and tracing the passenger to who the pouch belonged. The passenger was about to board the flight, but timely co-ordination with CISF, passenger was escorted to the Terminal operations office for the handover procedure of the pouch. The passenger on meeting with Mr. Ambuj, expressed his gratitude towards the team for having reached him and finding his bag, which he had no indication of missing in the first place. The passenger was extremely humbled to have encountered such a memorable experience at Mumbai International Airport, and appreciated the effort by diligent staff of the airport, who are determined to ease passengers' journey. Proactive approach and effort by the staff of Mumbai International Airport gives a sense of assurance that, the airport will continue to support and help the passengers in every step of the way, especially, when they happen to find themselves in an unfavourable situation. It is Mumbai International Airport's motto, to always provide the best-in-class service for all its passengers.



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.