

Chhatrapati Shivaji Maharaj Mumbai International Airport staff saves the day: rescues 4-year-old from the conveyor belt

Airports are often a melting pot of different set of passengers who find themselves indulge in the plethora of activities and services that the airports have to offer. Amidst all the hustle-bustles known to heavily operational airports, it's easy to lose track of the unfavourable situations one could find themselves in. But it takes the constant effort of a well-oiled staff machinery who are the faces behind our safe and seamless journey. Mumbai International Airport witnessed one such act of diligent duty and service from the staff at the airport in rescuing a 4-year-old passenger from getting into a fatal accident.

Mumbai International Airport staff, Neeraj Nimbalkar, SCADA (Supervisory control and data accusation) operator was on duty just like any other day vigilantly monitoring his SCADA screens. While doing so, it came to his attention that a young passenger, travelling with his family from Udaipur to Mumbai, was noticed playfully climbing the carousel at Reclaimer Belt 1. Taking complete hold of the situation, at the sight of the 4-year-old passenger, Neeraj immediately jumped into action. On the first instance, he ensured the carousel was halted to ensure no harm to take place, by the time the on-ground staff got into action. He then instantly got the OCS team (Fault Clearing – Level -02) to take charge of the situation at play, and swing into action to rescue the young passenger. The team on Neeraj's timely notification took hold of the emergency on the spot and managed to rescue the 4-year-old passenger successfully, who was then returned to the safe custody of his parents.

Always ensuring passengers wellbeing, Mumbai International Airport has installed safety infrastructure at different touch points across the airport for the benefit of the travellers. The baggage reclaim carousel is one such pit stop with E-stop provision installed near all carousels, and the mechanical moving part is further secured with the help of side guards in order to avoid close proximity. In addition to the side guards, safe distance marking provided near carousel which indicates safe distance to retrieve the baggage to avoid such incidents have also been duly put in place. Meanwhile, the 24/7 vigilant surveillance and CCTV monitoring of the premise along with the dedicated service and diligence shown by staff member like Neeraj, are the real safety nets who add to Mumbai International Airport's robust safety infrastructure. At Mumbai International Airport, meticulous efforts are taken to ensure utmost safety and a secure transit experience for all the 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.