

BRINGING EASE TO ARRIVING PASSENGERS: CSMIA MOVES OLA-UBER PICK-UP POINT TO LEVEL P4 FROM P7 AT T2 MULTI LEVEL CAR PARKING

Mumbai, September 28, 2021: Witnessing a steady increase in the number of passengers, Chhatrapati Shivaji Maharaj International Airport (CSMIA) is making strategic arrangements to enhance passenger comfort and their smooth transit for arriving passengers at the airport. Starting 28th September 2021, 12:00 hrs onwards, the Ola and Uber pick-up location, which was previously at Multi level car parking (MLCP) level P7 at T2 shall be shifted to level P4 for a seamless and quick exit.

In order to reduce passenger distress, the P4 parking and pick-up location will now entail all cab pick-ups, which includes the local taxis Black - Yellow taxis, Cool cabs, Fleet Taxi (Meru), Women Driven cabs, Mumbai Pune cabs along with aggregators such as Ola and Uber. The current shift of pick-up location is being made to bring convenience to passengers as they exit the airport along with providing them with facilities such as air-conditioned waiting lounge, dedicated fast exit lanes, high-speed internet. This shift will benefit passengers by reducing the pickup time & providing easy access from arrival gates. For hassle-free and convenient transit, CSMIA has made necessary arrangements to inform passengers of this change. With the view to do so, CSMIA has placed dedicated signages across the Arrival to the P4 parking stand in a strategic manner. Besides these, the airport has also setup a helpdesk and a devoted team to guide passengers for a seamless movement, which are in adherence with Covid protocols.

In the recent months, CSMIA has observed a rise in passenger's confidence in availing the cab services at the airport. In the month of August, 7.85 lacs arriving passengers travelling from CSMIA have availed over 1.6 lacs cabs from the airport. With the current shift of the cab pickup point, passengers can easily and quickly exit the airport from the arrival. The growing demand for cab service, reaffirms passenger's confidence in CSMIA's commitment to create a safe environment in the airport vicinity. To eliminate worry amongst passengers seeking a ride home, CSMIA has placed stringent standard operating procedures (SOP) and issued mandatory guidelines to all authorized cab services and drivers operating to and from CSMIA.

CSMIA prioritizes and upholds the wellbeing of its passengers and continues to ensure safe travel through the airport. The safety of the passenger is of utmost priority, and CSMIA is committed to following the highest standards of safety and hygiene to see that the last-mile cab aggregators ensure secure first and last leg of travel.

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 catalyzes aviation-linked businesses and employment opportunities. At MIAL, we intend to create distinctiveness with an experiential offering that puts Mumbai first.