

## **Staff of Chhatrapati Shivaji Maharaj Mumbai International Airport help distressed passenger find their prized possessions**

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Airports observe various kinds of travellers, and each of them has a different story to tell. For Mumbai International Airport, passengers are of utmost importance, and the airport always works towards improving their experience as it follows the passenger-first approach. The airport ensures that every issue of a passenger is addressed in a short span. Mumbai International Airport consistently trains and empowers its employees to efficiently help and follow the set protocols to assist anxious passengers.

Putting their best game forward, the staff at Mumbai International Airport displayed true determination towards making the passenger journey smooth when they came forward to go above and beyond to help passengers with their lost priced possessions. One passenger departing from Terminal 2 when her mobile phone, kept in her bag during the checking process, fell into the gaps between two conveyor belts. A query was raised by the airline to baggage operations of a missing phone, where the passenger did not notice about the phone getting dropped on the conveyor belt; however, Junaid Shaikh, Control room operator and Babasaheb, Engineer deployed at the baggage control room immediately started search on CCTV footage, right from the check-in counter and followed tracing the bag in the system and were able to spot the exact location of the phone dropping in between the gaps of conveyor belts. After confirming the exact location, both the staff visited the site and a thorough check was carried out and were able to find the lost mobile and handed over to concerned IndiGo staff. The entire process to retrieve the lost property merely took 45 minutes for Mumbai International Airport's staff, the passengers was extremely grateful to Mumbai International Airport staff for the prompt action in helping her find her prized possession.

The staff at the airport displayed their readiness, coordination, and efficiency when they helped passengers find their belongings. Mumbai International Airport aims to create a haven for passengers by meeting their expectations and providing them with a memorable experience that they will cherish.

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**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.