

CSMIA bags 'Voice of the Customer' recognition by ACI

Mumbai, February 09, 2021: Chhatrapati Shivaji Maharaj International Airport (CSMIA) has earned yet another laurel for its initiatives over the last year in the face of the COVID-19 pandemic. CSMIA has been awarded 'The Voice of the Customer' recognition by Airports Council International (ACI), demonstrating the efforts of the airport in gathering passenger feedback to better understand their needs and preferences during the pandemic.

The Voice of the Customer recognition was launched by ACI to celebrate the commitment of airports towards listening to passengers and adopting processes and procedures to meet changing expectations of customer experience in response to COVID-19.

Since the outbreak of the global pandemic, CSMIA has extended every effort to provide a safe haven for passengers at the airport. In adherence to the norms of the government and regulatory bodies, CSMIA ensures stringent screening, social distancing, mandatory compliance with wearing PPEs and required gears, sanitization and disinfection processes. Simultaneously CSMIA has innovated the use of technology to promote contactless experience throughout the airport as well as adopted other initiatives like the installation of glass partitions on all counters, strategic placement of hand sanitizers, sanitization of cabs across the airport to name a few.

The RT-PCR test facility at CSMIA for both arriving and departing passengers is a boon for traveler concerns regarding the various quarantine regulations across borders. Going a step further, CSMIA also launched a unique new rapid test technology that produces the results for COVID-19 detection in under 13 minutes. Through the reduction in the wait time for the results and early detection of the virus in time for the passengers to take the necessary measures to prevent disease transmission, this new express test facility enables the airport to provide a safer environment for passengers and airport staff.

CSMIA has adhered to international standards of health and safety and was the first Indian airport to be accredited under the ACI's Health Accreditation programme. Moreover, CSMIA was awarded the Best Airport by Size and Region in over 40 million passenger category from 2017-2019. CSMIA is consistently working to provide the highest standard of customer service that includes ensuring international standards of safety, providing efficient and high-quality facilities, even during these challenging times. The airport has also joined hands with ACI to provide passengers with a singular source of information regarding the different safety measures and quarantine regulations across different countries, accessible at <https://api.acris.aero/survey/COVID19/version/v1/response/VABB/>.

Keeping the momentum going, CSMIA continues to enhance health & safety measures for the betterment of the passengers. The initiatives undertaken, exemplifies CSMIA's commitment to safeguard the health and well-being of its passengers and employees. Furthermore, CSMIA diligently abides by the precautionary protocols indicated by the Government of India and implements the SOPs to safeguard the overall wellbeing of its passengers.

About MIAL:

Mumbai International Airport Limited is a joint venture between a private consortium and Airport Authority of India (AAI). It is the first Public Private Partnership authorized by the Ministry of Civil Aviation for the operation and modernization of Chhatrapati Shivaji Maharaj International Airport (CSMIA). Through its transformational initiative, MIAL aims to make CSMIA one of the world's best airport which consistently delights customers besides being the pride of Mumbai. The infrastructure, including its majestic integrated Terminal 2, and developments at CSMIA enhances the capacity to service 40 million passengers and 1 million tons of cargo annually.

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