

ASQ Survey for 2015 rates Mumbai's CSIA as The World's Best Airport

Mumbai, February 29, 2016: Mumbai's Chhatrapati Shivaji International Airport (CSIA) has been rated as the Best Airport in the world in the 25-40 million passengers per year category by Airports Council International (ACI) in the Airport Service Quality (ASQ) Awards for the year 2015. The results reflect the world's best-in-class airports, as appraised by the passengers themselves while they are traveling and the experience is fresh in their minds.

This is the fifth consecutive year that CSIA has been rated among the top five airports worldwide in the aforesaid category. The ASQ Awards, which are highly regarded in the aviation industry, are testimony to CSIA's continued excellence in customer service. The 2015 survey result is the latest feather in CSIA's cap, which already won several prestigious awards over the past two years.

The 2015 survey has also ranked CSIA in second place in the Best Airport category for airports in the Asia-Pacific region that sees traffic of more than 2 million passengers per year.

Commenting on this achievement, Sanjay Reddy, Managing Director of MIAL, said, "We started off with a vision to be among the best airports in the world, and the award is validation of the fact that our efforts towards establishing world-leading service quality are headed in the right direction. We have continuously upgraded our services to delight guests and offer best-in-class comfort and convenience. Terminal 2 has been both the proving ground and the pedestal of success for our initiatives to serve our passengers with unwavering focus on excellence, efficiency, safety, sustainability and environmental care. We promise to continue to serve you better in the years to come and delight you always."

CSIA shares both the honours with New Delhi's Indira Gandhi International Airport in the ASQ Survey results.