

Chhatrapati Shivaji International Airport emerges one of the top 3 performing airports in Airport Service Quality surveys in 2011

***Rated 3rd best airport globally
for airports in the 25-40 mppa category***

Mumbai, 15th February, 2012: The GVK group operated and managed Chhatrapati Shivaji International Airport (CSIA) in Mumbai has emerged as one of the top 3 performing airports in the annual Airport Council International (ACI) Airport Service Quality Awards for 2011. It has been rated the third best airport globally and the second best airport in India for airports in the 25-40 million passengers per annum (mppa) category, by ACI for 2011. The survey was conducted at 180 airports across the globe.

Commenting on CSIA securing the top honors, **Mr. GV Sanjay Reddy, Managing Director, Mumbai International Airport Pvt. Ltd.** said: *"This award is a reaffirmation of our vision to transform CSIA into one of the world's best airports that consistently delights customers and be the pride of Mumbai. It is very gratifying to note that we received this award last year in the 15-25 mppa category and again this year in the 25-40 mppa category. This further reinforces MIAL's efforts in improving the service quality at CSIA, which has been widely recognized by passengers, on an ongoing basis over the years"*

The ASQ passenger survey undertaken by ACI, an autonomous and independent body measures customer feedback on a range of service delivery parameters that track the customer experience at an airport from the moment of arrival to the departure gate. Analysis of this "real-time" data, recorded on the day of travel, serves as a guide for better aligning service provision with customer expectations. By benchmarking an airport with other similar airports, ASQ enables airports to see where they stand in competition with their peers. This in turn helps airports to prioritize improvement projects and validate their investments in new facilities and services.

CSIA catered to 29.1 million passengers between April 2010 – March 2011, compared to 25.6 million passengers during the same period last year. This shows that there has been a healthy growth in passenger traffic of around 4 million passengers in just one year.

About MIAL

Mumbai International Airport Pvt. Ltd. (MIAL) is a joint venture between the GVK led consortium and Airports Authority of India. MIAL was awarded the mandate of modernizing, upgrading and expanding Chhatrapati Shivaji International Airport (CSIA) in May 2006. CSIA catered to 29.07 million passengers and 670,235 tonnes of cargo between April 2010 – March 2011. MIAL’s vision is to transform CSIA into one of the world’s best airports that consistently delights customers and to be the pride of Mumbai.

About GVK

GVKPIL is one of India’s largest infrastructure developers with experience and expertise spanning areas such as Energy, Airports, Resources, Roads and Urban Infrastructure. As on date GVK has invested over Rs.15,000 Crores (US\$ 3.3 Billion) in various projects and has on hand projects in the pipeline of over Rs.30,000 Crores (US\$ 6.6 Billion).

For any further information, please contact:

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