

CSIA emerges as one of the top performing global airports in 2012

For the second consecutive year, CSIA rated 3rd best worldwide in the 25-40 mppa category by ACI

Mumbai, March 12, 2013: GVK managed Chhatrapati Shivaji International Airport (CSIA) has emerged as one of the top performing airports in the annual ACI Airport Service Quality Awards for 2012. It has been rated the third best airport worldwide for airports in the 25-40 million passengers per annum (mppa) category as announced by Airports Council International (ACI). The survey was conducted at 275 airports across the globe.

Reflecting on this achievement, Mr. G. V. Sanjay Reddy, Managing Director, MIAL, said, “We have always worked towards the goal of quality service and strived to cultivate a customer-oriented service culture at CSIA. We are happy and proud that CSIA continues to win accolades and gain international recognition year on year for its service standards and facilities. 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. We truly appreciate the strong support and encouragement shown by CSIA passengers.”

During 2012, CSIA became the first airport to initiate the mapping process voluntarily and submit emission levels to DGCA. CSIA was awarded the ISO certification for its carbon emissions accounting by Bureau Veritas, a global leader in carbon certification worldwide. MIAL also released its first comprehensive corporate sustainability report, titled “The Sustainability Report 2012” that complies with the rigorous international standards of the Global Reporting Initiative (GRI). With this, CSIA became the first airport in India to report on sustainability. Last month, CSIA also bagged the prestigious ‘Golden Peacock National Quality Award 2012’ for its efforts and contribution in raising standards in quality of service.

MIAL is currently implementing a master plan to build a all new integrated terminal, T2, designed to cater to 40 million passengers annually. When completed, it will be a state-of-the-art, four level integrated terminal with an area of around 4,39,000 sq. mts. and will include new taxiways and apron areas for aircraft parking.

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.

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 30.75 million passengers and 657469 tonnes of cargo in FY 2012. 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

GVK is a leading Indian conglomerate with presence across energy, resources, airports, transportation, hospitality and life sciences sectors. GVK set up India’s first independent power plant and has around 6000 MW projects under generation and development. It is the first company in India to develop six-lane road project under PPP model and has around 3000 lane km expressway projects under operations and development. As one of India’s largest private sector airport operators, GVK handles 44 mppa through India’s first brownfield airport under PPP model – Chhatrapati Shivaji International Airport, Mumbai and Bengaluru International Airport, Bangalore and will develop two airports in Indonesia. Having already invested over USD 3.3 billion, GVK has projects worth over another USD 6.6 billion in the pipeline, in India. It has acquired Australian Coal Mines in Queensland with 8 bt reserves for USD 1.26 billion and envisages an investment of USD 10 billion to for setting up mines, 500 km rail project and 60 mtpa port project which will form one of the world’s largest integrated coal mining operations.

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