

WHERE EVERY JOURNEY BEGINS
WITH AN ENRICHING EXPERIENCE.







↑ MUMBAI ✈

Experience a brew of varied lifestyles
Experience a melting pot of people from around the world
Experience their relentless spirit
Experience culinary delights fit for every palette
Experience eventful evenings
Experience friendly conversations
Experience the buzz of the financial capital
Experience art and culture
Experience a city of a million dreams
Experience a city that never sleeps

An experience called the city of Mumbai.





→ CHHATRAPATI SHIVAJI INTERNATIONAL AIRPORT ✈️

an experience of a warm welcome.

Chhatrapati Shivaji International Airport (CSIA) is in every sense a befitting welcome to the iconic city of Mumbai. CSIA offers leisure and connectivity options to suit every need of a modern day traveller. Equipped with the best facilities, CSIA sets the tone for seamless travel. With state-of-the-art technology, great F&B experience, soothing lounges and shopping bargains, CSIA offers a pleasant travel experience.









→ GVK ✈️ an experience of making a positive difference.



Energy | Airports | Transportation | Realty | Hospitality | Life Sciences | GVK Foundation

GVK is one of India's largest infrastructure developers where excellence and advancement is a constant in all endeavours. Since inception they have been pioneers in building world-class infrastructure projects across India. GVK has established presence in the crucial sectors like energy, airport, transportation, realty, life sciences and hospitality.

Energy

GVK has a significant presence and a diverse portfolio that covers energy resources like gas, hydro and thermal energy projects. GVK has also set up India's first independent power plant (IPP) in Andhra Pradesh. Presently GVK is developing six power projects across several states in the country.

Airport

GVK has emerged as the largest airport player in the private sector in India by bagging the mandate to operate, manage and develop the country's busiest airport, Chhatrapati Shivaji International Airport (CSIA) in Mumbai and acquiring a 29% stake in Bengaluru International Airport. These airports cater to more than 35 million passengers per annum.

Transportation

GVK has set up India's first privately operated expressway - BOT expressway.

Realty

Presently GVK is developing a Special Economic Zone (SEZ) at Perambalur in Tamil Nadu. The SEZ will cater to a wide range of industries like Textiles, Pharmaceuticals, Power, IT and Electronics and Communication, to name a few.

Oil and Gas

In partnership with BHP Billiton, GVK is exploring seven deepwater oil and gas blocks off the west coast of India.













At CSIA, every detail goes into enhancing passenger comfort to the maximum. Utmost care has been taken to improve the efficiency of the processes. The facilities are designed to help you at every step – right from parking your vehicle to boarding the aircraft.



SERVICES AND FACILITIES

an experience of perfection in services and facilities.

Key services and facilities:

E-Ticket Printing Kiosk: With this facility passengers can now avoid long queues outside airline ticket counters by choosing to print their e-tickets prior to their departures.

Self Check-in Kiosk: CSIA has 55 self check-in kiosks for quick check-ins to avoid longer queues. 258 check-in counters are provided across terminals to reduce any waiting time.

Faster and efficient immigration process: With 78 Immigration Counters, CSIA is amongst the fastest in immigration in the world. CSIA has separate counters, free photograph facility and separate interview room for Tourist Visa on Arrival.

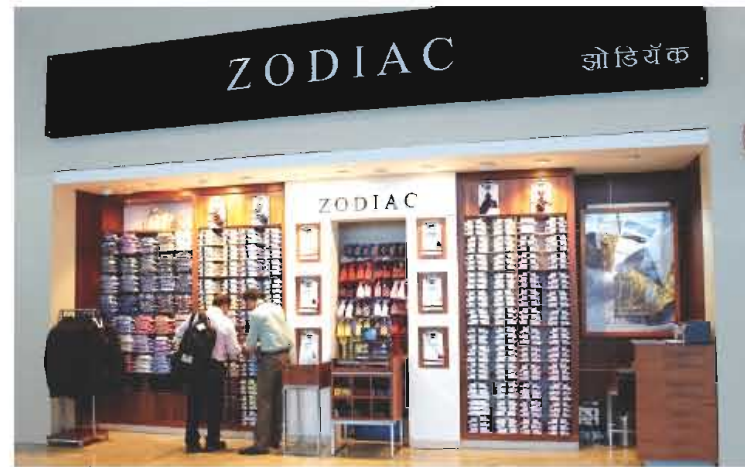
Medical Services: CSIA is well equipped and prepared to handle any medical emergency at any point of time. CSIA has specialised Medical Inspection (MI) rooms at all terminals. Doctors and paramedics along with fully equipped ICCU ambulances are available to attend to any medical emergencies 24/7.

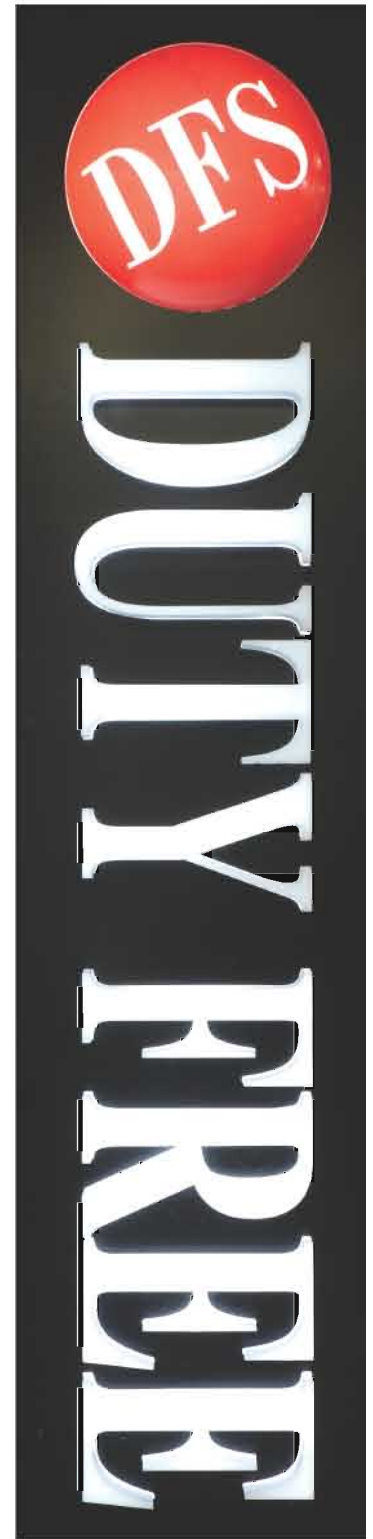
Left Luggage Facility: Passengers can leave their luggage at Left Luggage Kiosks present at all arrival terminals. Left luggage deposited at Domestic Terminals can be collected at the International Terminal and vice versa.

↑ **SHOPPER'S PARADISE** ✈️
an experience of retail choices on the go.

CSIA's convenient shopping areas provide everything passengers need before and after their flights. Here you can browse at leisure, enjoy the ambience and have fun discovering all sorts of fascinating and exclusive products. Right from top-of-the-line fashion, latest gizmos to books, handicrafts and souvenirs.







↑ BEST BUYS AT DUTY-FREE ✈️ an experience of the world's best brands.

CSIA is a veritable duty-free shopping paradise where you can shop those classic must-haves such as gadgets, watches, liquors, designer wear and other premium gift items. It provides a pleasant ambience to go through the best brands in the world.

Chocolates: Toblerone, Lindt, Ferrero Rocher, Galaxy, Snickers and a lot more.

Cosmetics: Lancome, Estee Lauder, L'Oreal, Clarins and Christian Dior.

Fragrances: Chanel, Paco Rabanne, Davidoff, Gucci, Christian Dior and the likes.

International Fashion Brand: Gucci, Dior, Ferragamo, Bally, Coach, Loewe, Tumi and more.

Liquor: Johnnie Walker, Chivas, Glenfiddich, Lagavulin, Jack Daniels, Moet & Chandon, Dom Perignon, Jacobs Creek, Veuve Cliquota and Bordeaux.

Premium tobaccos: Marlboro, Davidoff, Dunhill, Benson & Hedges, Rothmans, Camel and more.



→ FOOD & BEVERAGES ✈️

an experience of the tastes of India and the world.

There's something to suit every taste at CSIA's numerous restaurants, cafes and food courts. Whether you are after a sumptuous meal or a tasty snack, you won't have to look very far. There's always one round the corner. The dining areas provide a great ambience and offer great tasting food from all over.









LOUNGES & SPAS ✈️

an experience of reconnecting with yourself.

At CSIA you can relax in lounges which offer travellers the latest in comfort and office infrastructure. Luxurious atmosphere, fine food and beverages, free Wi-Fi services, relaxation rooms – all this and more can be found at the Air India Maharaja Lounge, the British Airways Lounge, the Emirates, and the Lufthansa Lounge.

You can rejuvenate your senses at the salons and spas inside CSIA and head out to your destinations fully refreshed. These spas and salons are geared to meet the needs of the traveller with personalised service and attention to detail.





TECHNOLOGY

an experience of ultimate commuting comfort with the most modern technology.

CSIA – the first to install SITA's Airport Management System

In May 2007, CSIA introduced an airport management system by SITA, the global provider of Airport IT solutions. This gave CSIA an edge over others as it ended the manual systems to IT-driven automation, thus enabling end-to-end management of airport resources in real time.

In line with this, MIAL signed an agreement with SITA in February 2008 to implement CUSS (Common Use Self Service) kiosks to enhance passenger experience and CUTE (Common Use Terminal Equipment) check-in systems to organise gate and check-in counter allocations at CSIA.

Equipped with data and voice network

By mid 2008, MIAL also implemented a common data and voice network across the terminals. With this breakthrough, all the airlines and retailers have been brought into a unified network taking passenger convenience to the next level.





MUMBAI

a hub in the making.

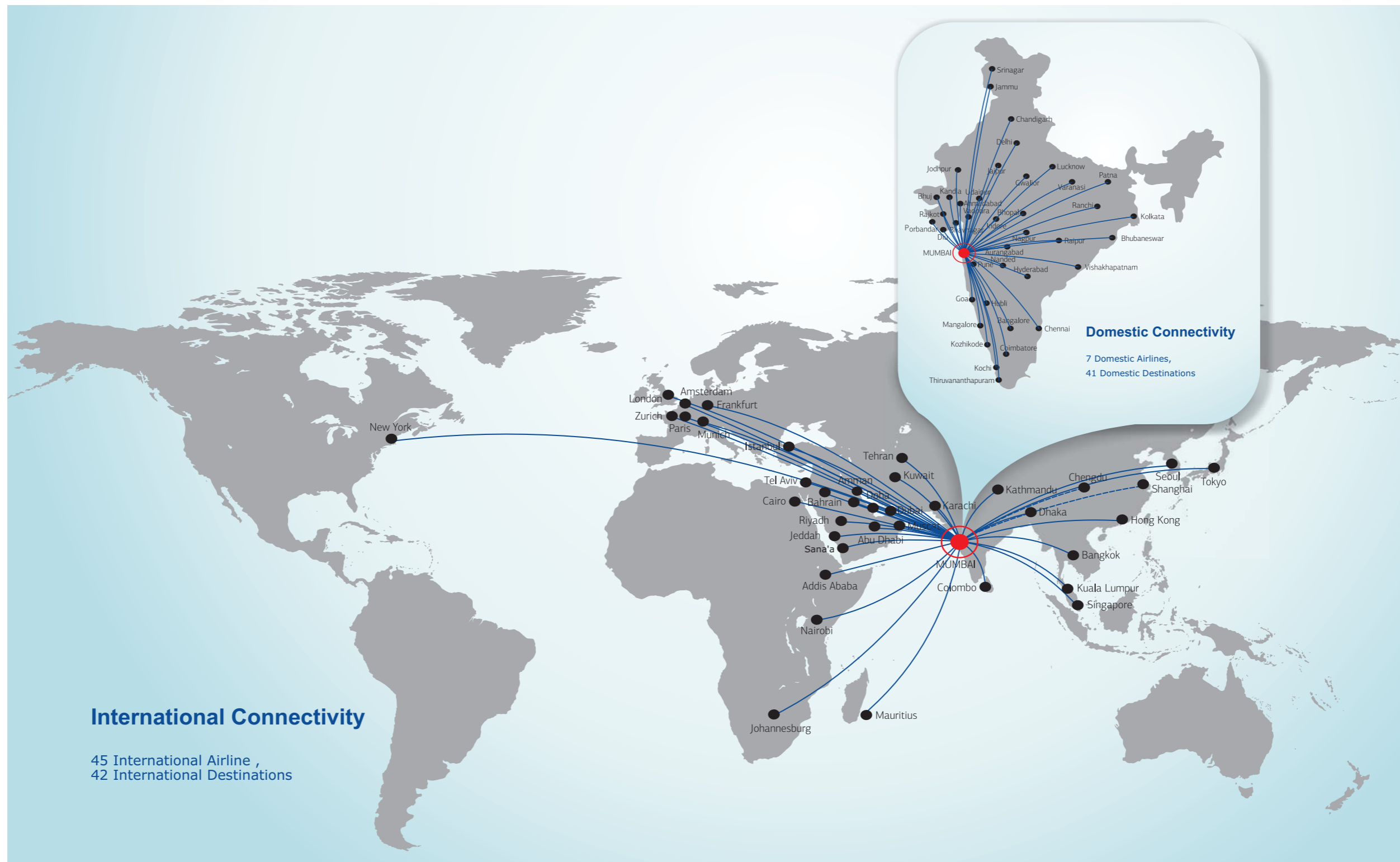
Mumbai is the capital of Maharashtra and home to 20 million Indians. As the commercial and financial hub of India, Mumbai contributes to 6.16% of Indian economy. This city leads the business world with a high concentration of industries like Banking & Financial services, Textile, Gems & Jewellery, Oil & Gas, IT & Telecom, and Healthcare, to name a few. The renowned film industry of India – Bollywood is also located here.

Mumbai is home to five of the Fortune 500 companies. It draws in tourists from around the globe, making it one of the most visited places.

Mumbai's ideal geographical location connects Europe, CIS and American countries to South East Asia and Oceanic countries and vice versa.

CSIA - The Gateway of India and the world

- 52 airlines (45 international + 7 domestic) to 42 international and 41 domestic destinations
- All major airline alliance members from Star Alliance, Sky Team and One World
- Passenger handled in the financial year 2011-12, 30.97 million (estimated) with CAGR growth of 9.6% over a period of past 5 years
- Cargo handled in the financial year 2011-12, 651,522 tons (estimated) with a CAGR of 9.2% over a period of past 5 years





↑ AIRSIDE EFFICIENCY - KEY IMPROVEMENTS ✈️

an experience of world-class infrastructure.

Upgradation of runway

Significant airside enhancement includes commissioning of new taxiways, aprons, reconstruction of the runway intersection and the reconstruction of both the main runway 09/27 and the secondary runway 14/32. This has led to a considerable reduction in runway occupancy time for aircraft landing and taking off, thereby increasing the efficiency of the runway operations.

Airport Operations Control Centre

CSIA was the first airport in India to form an Airport Operations Control Centre (AOCC). AOCC that falls under Airport Operation Services (AOS) is responsible for appropriate allocation of the parking stands, check-in counters, baggage carousals, boarding gates and capturing flight data. In addition to coordinating for other resources like refuelling and bus transfer with airlines, it also regulates the non-scheduled international flight movements.



Emergency Services

State-of-the-art Oshkosh's 'Striker 3000' and Rosenbauer's 'Panther' crash fire tenders have been introduced at CSIA for more efficient fire management services. The Panther is a fully computerised fire tender and has enhanced jet throw ability.





↑ TERMINAL 2 ✈️ an experience of the future.

The upcoming integrated Terminal 2, referred to as T2 at the Chhatrapati Shivaji International Airport, Mumbai is acknowledged to be one of the most iconic developments in recent times. One which aims to take over the mantle of the new Gateway of India, in every sense of the word. A structure that will be the pride of Mumbai and impress every traveller and visitor to this vibrant city.

When complete, T2 will be a state-of-the-art 4 level integrated terminal with an area of over 4,39,000 sq. mts. and will include new taxiways and apron areas for aircraft parking designed to cater to 40 million passengers annually.

T2 will be as unique as our land, our heritage. The distinctly proud Indian design of this new terminal will set new international standards, across every aspect such as architecture, planning, technology, functionality and service. An experience that will be efficient, yet warm. An experience that will whisper, you are now in India. T2 will deliver delight every moment you spend here. By being an experience that's at par with the best in the world.



Key features

- Total area of 439,203 sq. mts.
- 40 million passengers capacity
- Over 21,000 sq. mts of retail space
- Over 5000 sq. mts of landscape areas
- 188 Check-in counters
- 60 Departure immigration counters
- 72 Arrival immigration counters
- 124 Security check positions
- 10 Baggage carousels
- 25 Fixed link bridges
- 52 Passenger boarding bridges
- 44 Travelators
- 49 Escalators
- 73 Elevators
- 6-lane elevated express way leading to the terminal
- Multi-level car park for 5000 cars





→ THE PROPOSED AIR TRAFFIC CONTROL (ATC) TOWER ✈

The proposed ATC Tower to be built in a site area of 1,200 sq. metres will sport a distinctive and eye-catching design from a visual perspective. The height of this tower, a striking landmark attraction in itself, will be 83 metres from the ground level. It will be located in the forecourt of the domestic terminals in Santacruz.

While the tower cab will be specially designed to have a clear line of sight for Air Traffic Controller, the G+3 floors below will house infrastructure facilities supporting the tower.

The proposed Air Traffic Control Tower has been conferred the prestigious "Autodesk Hong Kong Building Information Modeling (BIM) Award 2009". Selected as one of the five award winners this year, the award recognizes MIAL's modernisation efforts to upgrade aeronautical related facilities at CSIA.







AWARDS AND ACCOLADES

an experience of honour.

Over the years, CSIA has grown into a truly global airport. With the upgraded airport we have impressed many, including our industry partners and customers with our service. They presented us with a number of awards and accolades. Amongst these awards, there is also a quality rank from the ACI airport customer service-benchmarking programme.

- Voted the 'Best Airport in Public-Private Partnership' for two consecutive years by the Air Passengers Association of India (APAI)
- Frost & Sullivan Asia Pacific Aerospace & Defense Awards – 'Aeronautical Excellence Airport of the Year' in 2008
- Best Managed Airport from CNBC AWAAZ Travel Awards for 2009
- CSIA's proposed Air Traffic Control Tower won the 'Autodesk Hong Kong Building Information Modeling (BIM) Award 2009'
- CSIA was rated the best Indian airport in 15-25 million passengers per annum (mppa) in the Airport Service Quality (ASQ) survey carried out by Airport Council International (ACI) in 2010
- MIAL received a 'Special Commendation' for the Golden Peacock Award for Occupational Health & Safety for the year 2011
- CSIA was rated the third best airport globally for airports in the 25-40 million passengers per annum category for the year 2011



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