

Terminal 2

Chhatrapati Shivaji
International Airport (CSIA)
– Mumbai

Redefining passenger travel experience

Background

Mumbai is India's commercial hub and its Chhatrapati Shivaji International Airport (CSIA) is one of the busiest airports having recorded passenger traffic of 30 million in 2012 with a growth of 14%. We were commissioned by MIAL, a JV formed between GVK (India's largest infrastructure developers) and Airports Authority of India (AAI), to envision and create an enduring travel experience for passengers.



Challenge

Our challenge was to redefine the passenger experience across consumer touchpoints while enhancing operational efficiencies and productivity for the airport staff at Terminal 2.

The design aesthetics, look and feel of the terminal had to cater to global standards and reflect the spirit of Mumbai along with the rich infusion of Indian heritage and cultural character.

Design solution

Tata Elxsi reinvented the passenger experience through innovation, personalisation & connectivity. By observing the customer journey, examining check-ins, in-flight & post flight experiences, we designed the eclectic consumer touch points right from security through to boarding gates that would ensure hassle-free travel.

The new experiences designed express the brand ethos and the spirit of India,

Impact

GVK's new integrated state-of-the-art T 2 became operational on Feb 12, 2014. It commenced International operations from February 12, 2014.

T2 built in 4 years, is an iconic global mega structure and India's first and most advanced vertical passenger terminal and is all set to redefine global benchmarks in aviation and airport development.