

Comments on the NMIAL Consultation paper

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Dear sir

I am a resident of Nerul, Navi Mumbai, and have recently travelled through Navi Mumbai International Airport (NMIAL). I would like to share my comments as an airport user in response to the Consultation Paper issued by AERA.

Overall, my experience at NMIAL has been satisfactory. The terminal is modern, clean, and well designed, and movement within the airport is smooth and comfortable. The staff were polite and helpful, and the airport felt significantly less crowded compared to Mumbai International Airport. This contributed to a less stressful and more pleasant travel experience.

For residents of Navi Mumbai, NMIAL is a very welcome development. Earlier, travelling to Mumbai airport was cumbersome, time-consuming, and costly, mainly due to traffic congestion, long travel distances, and uncertainty in travel time. In comparison, NMIAL offers a far more convenient option for those living in Navi Mumbai.

At the same time, connectivity from Mumbai city to NMIAL still requires improvement. For passengers travelling from Mumbai, the journey can currently be lengthy and expensive, especially for those relying on road transport. Early completion of pending road, rail, and metro connectivity projects will be critical to making the airport easily accessible to a wider set of passengers.

I also hope that all remaining construction and finishing works at the airport are completed at the earliest. This will further enhance passenger comfort, service quality, and overall operational efficiency, and improve the experience for both domestic and international travellers.

The following areas require specific attention:

A) Availability of taxi services at reasonable and transparent rates .

B) Lounge access is currently limited and not available across a wide range of cards, unlike at Mumbai International Airport.

C) There is a need for reasonably priced food and beverage options. Even basic items such as tea and coffee are priced excessively (e.g., takeaway tea served in disposable cups priced at premium levels).

D) Mobile network connectivity within the terminal is patchy and needs improvement.

E) Increased flight connectivity is essential to make the airport a viable hub. While this will improve over time, there should ideally be at least one morning and one evening flight to all major destinations and state capitals at the earliest.

F) Security processes have scope for improvement. While current passenger volumes are low, the existing system may become a bottleneck as traffic increases. The requirement for multiple trays per passenger and manual frisking slows down the process. Adoption of

international best practices could help streamline security checks, reduce dependency on manual frisking, and improve throughput.

With faster completion of remaining construction activities and improved connectivity from Mumbai, the airport can deliver a significantly better end-to-end travel experience.

I look forward to seeing NMIAL fully operational and achieving operational excellence.

Regards

Vishal Gupta