

Statement : 16th May 2025

“To enable a smooth and stable transition of Ground Handling Services from Celebi NAS Airport Services at Chhatrapati Shivaji Maharaj International Airport (CSMIA), a joint meeting was held with all affected airlines.

Indo Thai Airport Services — a certified ground handler currently operating at nine airports across India – has been appointed as the interim ground handling provider at CSMIA for the next three months, effective immediately. Indo Thai Airport Services will work with Mumbai International Airport Limited (MIAL) to provide the highest level of service aimed at meeting the existing Service Level Agreements (SLA) and conditions.

CSMIA will facilitate the transfer of all existing employees of Celebi NAS at CSMIA to Indo Thai Airport Services on their existing terms and conditions of employment, thus ensuring no loss of employment and continued service delivery to airline partners. All ground handling equipment currently owned by Celebi NAS will be leased by Indo Thai Airport Services, in order to maintain continuity of service.

Within the next three days, MIAL – operator of CSMIA – will initiate the Request for Proposal (RFP) process for onboarding a long-term ground handling partner. This partner will be onboarded in the next three months.

MIAL has assured all airline partners that Ground Handling operations will remain unaffected, and operations at CSMIA will continue seamlessly and without any disruption. MIAL remains committed to maintaining the highest standards of service for passengers and airlines, protecting employee welfare, and serving the national interest.”