

Press Release

CHANGE OF PICKUP POINT AT CHENNAI AIRPORT

Chennai International Airport, 29th July, 2024 – Presently there are two cab pickup points, one near National Flag Pole area opposite to T1 Terminal and the other at West MLCP in Chennai Airport. This arrangement has often resulted in confusion to passengers and cab drivers coming for pickup. Also, as the pickup near the flag pole is in open area, difficulties are faced by passengers while waiting or boarding the cabs, during rain and adverse weather conditions.

In order to have a unified and single pick up point for Pre-Paid Taxi/OLA/UBER/ FAST TRACK/NAMMA YATRI and other Cab, the pickup point from West MLCP Floors was on trial and all such pickup will be shifted to West MLCP from 29-07-2024.

Free buggy service has been provided from T1 Terminal to the West MLCP access ramp point with an initial number of 18 numbers. They will be further increased on need basis.

Taxi/Cab Service counters are setup near the entrance at the ground floor of West MLCP for booking and passenger's assistance.

Dedicated pickup points, route and validation booths for crew pickup vehicles have been setup.

An elevated, covered walkalator facility is already available connecting T1, T2 and T4 Terminals with convenient escalator and lift facilities to reach West MLCP ramp level at the city side.

Also most of the frequent domestic travelers have started commuting by Metro/ suburban trains and the walkalator connects all the terminals to the Airport Metro Station.

The newly constructed ramps provided to reach MLCP are smoothly inclined and covered properly. Work is underway to provide canopy to small uncovered portions directly above construction vehicle crossing point and near to West MLCP.

Stake holder meetings have already been conducted with Airlines, MLCP Developer and Police. Passenger engagement through media outreach has been initiated.

From today i.e. 29-07-2024, all cab aggregators will display only West MLCP as pickup location in their apps and will guide Passengers to reach the location through their apps.

Manpower has been augmented inside and outside terminals to direct and assist passenger to reach West MLCP cab pickup point.

It is pertinent to mention that private vehicles can continue passenger pickup from terminal kerb side or from any of the MLCPs and only taxi pickup is shifted to West MLCP building. Also Taxis/Cabs will continue to be permitted to pick up PRM and Senior Citizens from Arrival Kerb at all Terminals.

Freed up area near Flagpole pickup will be used to increase exit toll booths for private cars from 02 to 04 shortly, further reducing congestion at exit toll points.

Entry validation booths have been relocated so that vehicles coming to drop/pick up passengers of Airport Metro Station and service vehicles of Airport Metro Station do not congest the core Airport entry validation and exit toll lanes.

We request the cooperation of the traveling public and cab operators to support us in this endeavor.

Issued by

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