



Corporate Communications Directorate

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Adani-owned Mumbai airport earns ACI Level 5 Accreditation for customer experience

TDG NETWORK
MUMBAI

Adani Group-owned Chhatrapati Shivaji Maharaj International Airport (CSMA) in Mumbai has received Airports Council International's (ACI) prestigious Level 5 Accreditation for customer experience, Adani Group Chairman Gautam Adani said on Wednesday.

In a post on X, Gautam Adani said the CSMA is the first airport in India and only the third in the world to receive this distinction.

"There is no greater manifestation of business success than a company's ability to serve its customers. Every moment, it is this guiding principle that I urge all members of Adani Airports to dedicate their hours to. And there can be no greater feeling of gratitude than to have our @CSMIA_Official receive @ACIWorld's prestigious Level 5 Accreditation for Customer Experience," Gautam Adani wrote in his .

"Not only are we the first airport in India but also only the third in the world to do so. It is my promise on behalf of AAHL to keep serving all our passengers who walk through our airports. Thank you my passengers. Thank you my colleagues at AAHL," he added.

ACI's Airport Customer Experience Accreditation program builds airports' long-term capacity to enhance customer experience management.

According to the ACI, this is the only accreditation program in the airport industry to provide a 360-degree view of customer experience management.



Noida International Airport set to drive real estate boom along Yamuna Expressway

Recent developments have shown that NIA is on track to become one of the largest and most advanced airports in India. The first flight validation test conducted recently is a precursor to its much-anticipated commercial opening.

Slated to open in April 2025, Noida International Airport (NIA) is poised to drive new growth for the National Capital Region (NCR). What sets NIA apart is its prime location, offering great access to major highways, including the Yamuna Expressway and Eastern Peripheral Road. This strategic positioning ensures seamless connectivity to Delhi, Agra, and Western Uttar Pradesh, enhancing the region's accessibility and ease of movement for both business and leisure travel.

The development of NIA is already having a profound impact on the real estate market along the Yamuna Expressway. One of the key projects driving this surge is the ambitious hi-tech township near Jewar, located in Sector-24A of Noida. The Yamuna Expressway Industrial Development Authority (YEIDA) has witnessed over 34,000 registrations for this project, which is set to become a hub for manufacturing, warehousing, and IT services.

In addition to this, major infrastructure projects such as the International Film City and MotoGP track are set to attract investments and increase the demand for premium residential spaces. With NIA at its core, the Yamuna Expressway is rapidly evolving into one of NCR's most sought-after real estate destinations.

Competitive advantages of NIA

One of the standout features of the NIA region is its lower land costs, which present a major advantage for businesses. The availability of commercial and industrial plots at competitive rates, combined with the proactive efforts of YEIDA in creating special economic zones, has attracted companies from across the globe, including the US, Japan, and Korea.

Diverse commercial opportunities

The development of a 500-acre Central Business District near NIA is poised to create a dynamic commercial ecosystem. This area will include high-tech industrial zones focused on medical devices, electronics, textiles, and other key sectors, as well as commercial spaces like hotels, malls, and entertainment parks. These offerings promise to provide a well-rounded environment for businesses, catering to both corporate and consumer needs.

Fast track connectivity and logistics superiority

NIA's location provides great connectivity,

with direct access to major highways and a proposed 37-kilometer metro line connecting the airport to Delhi's metro network. This development will reduce travel times for passengers and employees, making commuting to the airport more efficient. On the other hand, IGI Airport suffers from frequent traffic congestion, especially on NH48, which can hinder smooth access to the airport.

NIA is set to become a hub for cargo and logistics, thanks to its integration with the multi-modal logistics hub at Dadri. This facility will streamline transportation across road, rail, and air, positioning NIA as a leader in the logistics sector. In comparison, IGI is constrained by space limitations, making it difficult to expand its cargo operations to meet growing demand.

Massive potential of expansion

NIA's first phase will handle 12 million passengers annually, with the capacity to expand to 70 million passengers by 2040. With plans for six runways at full capacity, NIA will operate

The Noida International Airport is a significant development for the territory as it brings in investments for various sectors, ranging from real estate to logistics and manufacturing. With projects like the hi-tech township and Central Business District, and many others in the pipeline, the airport will change the entire perception of the territory."

— Arun Vir Singh, Chief Executive Officer of the YEIDA and the Noida International Airport Limited (NIAL)



more efficiently than IGI, which currently handles passenger traffic across only three runways. This expansion ensures that NIA will meet growing demand while minimising congestion, particularly during peak travel periods.

Supporting tourism and leisure

Beyond its commercial and logistical advantages, NIA is set to bolster tourism in the region. With recreational projects such as the Formula 1 circuit and proposed developments including cricket stadiums, tennis courts, and luxury resorts, the Yamuna Expressway is emerging as a prominent tourism hub. The region's proximity to historical sites like Agra and Mathura will also attract international visitors, enhancing NIA's potential to serve both leisure travellers and business tourists.

NIA's commitment to sustainability sets it apart from other airports. The airport will feature green buildings, energy-efficient systems, and water conservation practices, aligning with global trends favouring eco-friendly infrastructure. These forward-thinking investments make NIA a more sustainable and future-proof airport, ensuring long-term

growth and operational efficiency.

The real estate ripple effect

As seen with IGI Airport, which has driven significant real estate growth in its vicinity, NIA is expected to have a similar impact on the Yamuna Expressway region. The increasing presence of corporate giants combined with upcoming infrastructure projects like a Film City and Medical Device Park, will continue to drive demand for both residential and commercial real estate segments.

Significantly, Ace Group has already launched Ace Terra, a premium residential project in Sector 22D, offering luxurious 3 & 4 BHK apartments. Designed with modern amenities such as cafes, walking tracks, and swimming pools, Ace Terra embodies the region's potential for luxurious living. In addition to this, Ace Estate, a 68-acre township along the Yamuna Expressway, offers a range of premium residential plots. Ace Estate is designed to cater to modern lifestyles and is positioned as a prime investment destination. Furthermore, Ace YXP, Ace Group's commercial project on the Yamuna Expressway, is set to cater to the growing demand for commercial spaces, fur-

ther boosting the region's development.

Ajay Chaudhary, CMD, Ace Group said, "With the Noida International Airport reshaping the region's connectivity and growth prospects, the Yamuna Expressway has fast emerged as a major business and residential hub. This development presents immense opportunities for businesses and the real estate sector, comprising residential and commercial segments. At Ace Group, we have always prioritised delivering the best to society, and with our projects like Ace Terra, Ace Estate, and Ace YXP on the Yamuna Expressway, we are not only contributing to the growth of this region but also offering a luxurious and sustainable living experience to discerning property buyers."

From competitive leasing rates to superior connectivity, cargo capabilities, and tourism potential, NIA's advantages are compelling. As the airport prepares for its commercial opening, the surrounding regions along the Yamuna Expressway are set to witness a real estate boom that mirrors the success seen around IGI Airport. The transformative power of NIA is undeniable, making it a prime destination for investors, businesses, and residents alike.



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FREE PRESS JOURNAL

MUMBAI

9 JANUARY 2025

CSMIA, India's 1st airport to get highest ACI rating for pax experience



ACCREDITATION TO CSMIA

Airports Council International (ACI) grants level 5 accreditation to Chhatrapati Shivaji Maharaj International Airport (CSMIA)

ACI is the international body of airport authorities

CSMIA becomes 3rd airport in world to earn prestigious rating

Accreditation is pinnacle of recognition for customer experience

Lone rating in aviation industry to provide 360-degree view of customer experience management

Adani Airport Holdings Ltd (AAHL) manages CSMIA

There is no greater manifestation of business success than a company's ability to serve its customers. On behalf of AAHL, I promise to keep serving all our passengers who walk through our airports

Gautam Adani,
Adani Group chairman

The achievement reinforces CSMIA's role as a global leader in airport operations and passenger service

Jeet Adani, AAHL director

Initiatives which won acclaim

Digital gateway programme providing 68 e-gates at T2 entry

Avio app bridging gap among stakeholders, enhancing pax service

Under 'Pawfect' plan, 9 comfort dogs stationed at T2 departures



IMPROVING SERVICES

Analysis of customer feedback, customer satisfaction score helps identify pain points

All teams, including airport law agencies, undergo rigorous training to ensure smooth journeys



Corporate Communications Directorate

THE HINDUSTAN TIMES

DELHI

10 JANUARY 2025

{ **IGI AIRPORT** } TO UNDERTAKE REPAIRS

DGCA calls for total overhaul of T2; terminal likely to shut for 6 months

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NEW DELHI: The Directorate General of Civil Aviation (DGCA) has asked the operator of Delhi's Indira Gandhi International (IGI) airport to undertake a comprehensive overhaul of Terminal 2 (T2), people aware of the matter have stated, adding that the terminal will likely be shut for around six months from the end of April or the beginning of May for the renovations.

The revamp will include both the terminal building as well as the airside, the people said.

IGI is scheduled to host the Airports Council International (ACI)

OFFICIALS SAID DISRUPTION WILL BE MINIMAL AS THE RECENTLY DEVELOPED T1 WILL HANDLE THE PASSENGER LOAD

Asia-Pacific & Middle East Regional Assembly conference in mid-April, and officials from the ministry of civil aviation confirmed that the expanded Terminal 1 (T1) will be ready by early April to ensure that the country's largest airport gets the best display. "On completion of the ongoing work, T1 will have a capacity

of 40 million passengers annually. T2's renovation will begin only by the end of April or May once the ACI conference concludes," one of the officials confirmed.

A second official said Delhi International Airport Ltd (DIAL), which operates IGI, has scrapped its earlier plan of converting T2 into a short-haul international terminal.

"T2 is being renovated after DGCA had flagged the need for it last year. After repairs, both T1 and T2 will operate domestic flights, while T3 will be majorly for international operations only," the second official said.

A DIAL spokesperson said, "Terminal 2 of Delhi Airport, along with the associated apron

area, was originally constructed in the 1980s and has been in operation for over 40 years. As a result, a comprehensive refurbishment of the terminal, adjoining apron, infrastructure, and airside facilities is proposed to ensure continued operational efficiency. The terminal will be closed for a period of approximately 4 to 6 months to facilitate the refurbishment work."

"Upon completion, the terminal will feature significant upgrades, including new aerobridges, smart washrooms, redesigned flooring and ceilings, an enhanced Flight Information Display System (FIDS), improved signage, and better road connectivity," the spokesperson said.



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HINDUSTAN TIMES

PATNA

9 JANUARY 2025

Narcotics worth Rs 8.56 crore seized from Thai woman at Gaya Airport

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GAYA: Customs officials arrested a Thai woman at Gaya International Airport with high-grade narcotics and psychotropic substances worth Rs 8.56 crore, marking the largest narcotics seizure in the state in several years and the second major seizure at Gaya International Airport within the past fortnight, officials said.

Earlier on December 28, custom officials at Gaya interna-

tional airport had seized 8.8kg of hydroponic weeds (Marijuana) worth Rs 8.8 crore from Sachin Narayani, a resident of Bilaspur, Chhattisgarh. Narayani had arrived from Bangkok.

Yashovardhan Pathak, Customs Commissioner (Prevention), Patna, stated that customs officials, during a luggage check of passengers arriving at Gaya International Airport on Flight TG 327 from Bangkok, detected a suspicious substance in a suitcase.

The officials, led by joint commissioner Pinki Kumari,

asked the Thai passenger Chenchira Danfayu to open the suitcase in which 8.360 kg of hydroponic weeds (marijuana) and one kg of hashish were found kept in concealed compartments. The officials arrested the passenger and seized the substance under the provisions of Narcotics Drugs and Psychotropic Substance Act, 1985.

A team of officials was questioning the Thai passenger to know the origin and delivery point of the drug and also to bust the international drug racket.



Corporate Communications Directorate

THE HINDU

CHENNAI

9 JANUARY 2025

IN BRIEF



GMR gets ₹6,300 cr. from from Abu Dhabi Investment

GMR Group received ₹6,300 crore investment from Abu Dhabi's sovereign wealth fund ADIA. The funds will help in reducing the debt of promoter group entity GMR Enterprises Pvt. Ltd. In October last year, the group said it secured ₹6,300 crore in debt funding from the Abu Dhabi Investment Authority (ADIA). GMR Infra Enterprises Pvt. Ltd. (GIEPL) received the funds towards allotment of optionally convertible debentures on January 7, as per a filing. PTI



Corporate Communications Directorate

MILLENNIUM POST

KOLKATA

9 JANUARY 2025

Mumbai Airport becomes first Indian airport to attain ACI Level 5 accreditation

MUMBAI: Chhatrapati Shivaji Maharaj International Airport (CSMIA) has achieved a significant milestone, becoming the first Indian airport to receive Level 5 accreditation from the Airports Council International (ACI) under its Airport Customer Experience Accreditation Programme. This places CSMIA among an elite group of just three airports worldwide to reach this pinnacle of recognition.

The accreditation reflects the airport's commitment to enhancing passenger satisfaction and operational excellence. Jeet Adani, Director of Adani Airport Holdings Lim-



ited (AAHL), described the recognition as a testament to CSMIA's dedication to transforming airport experiences through innovative and customer-centric practices.

CSMIA's approach combines cutting-edge design thinking and a data-driven focus to continually improve services. By actively gathering customer feedback and analysing satisfaction scores,

the airport has successfully addressed passenger needs and pain points. Key advancements include increasing e-gates at Terminal 2 from 24 to 68 — the highest for any Indian airport — and introducing the "avio" app to streamline collaboration among stakeholders.

Passengers using the DigiYatra and non-DigiYatra platforms have benefited from smoother journeys and reduced waiting times, thanks to these innovations. The airport's distinctive features include the reintroduction of the "Pawfect" programme, with comfort dogs stationed at Terminal 2, offering travellers

a unique and heartwarming experience.

CSMIA's achievements extend beyond operations, reflecting a broader ambition to create a sustainable and world-class travel hub. Managed by Adani Airport Holdings, CSMIA aims to develop as India's largest aerotropolis, blending aviation with commercial and residential infrastructure to support urban growth.

As it sets new benchmarks for airport management, CSMIA continues to redefine passenger experiences, cementing its status as a global leader in the aviation sector. **MPOST**



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SWATANTRA BHARAT

LUCKNOW

9 JANUARY 2025

दिल्ली हवाई अड्डे पर 29 लाख का सोना बरामद

नई दिल्ली। दिल्ली के अंतरराष्ट्रीय हवाई अड्डे पर एक भारतीय यात्री के पास से 29 लाख रुपये मूल्य का सोना बरामद किया गया है। यात्री ने कपड़ों के बटन में सोना छिपाया हुआ था। सीमा शुल्क विभाग ने मंगलवार को यह जानकारी दी। विभाग ने बताया कि आरोपी सोमवार को सऊदी अरब के जेद्दा से यहां आया था, जिसके बाद उसे रोका गया। सीमा शुल्क विभाग ने सोशल मीडिया मंच 'एक्स' पर एक पोस्ट में कहा, 'अधिकारियों ने 'स्पॉट प्रोफाइलिंग' तकनीक के जरिए 'ग्रीन चैनल' निकास पर यात्री को चिह्नित किया।



Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

10 JANUARY 2025

GMR Airports' arm to sell Philippines JV stake

New Delhi: GMR Airports said one of its subsidiaries will sell stake in a joint venture in the Philippines for \$1.4 million. MGCJV was engaged in execution of the engineering, procurement, and construction works of Clark Airport in the Philippines. "After completion of the EPC works of Clark Airport in 2020, MGCJV has not been carrying any operations," a filing said. AGENCIES



Corporate Communications Directorate

BUSINESS LINE

DELHI

10 JANUARY 2025

Air India in asset optimisation mode

ROUTE TO PROFITABILITY. Exercise expected to yield savings of over ₹1,800 crore by the end of FY27

Rohit Vaid
New Delhi

To enhance profitability and streamline operations, Tata Group-promoted Air India has launched an asset optimisation exercise expected to yield savings of over ₹1,800 crore by the end of FY27, sources told *businessline*.

"Route to Profitability 2027" focuses on renegotiated contracts in areas such as operations, fuel, lounges, ground handling and catering.

The programme has been in the works for the past 10 months and "has shown significant results," sources said.

An Air India spokesperson did not comment on the savings figure but said the five-year transformation programme Vihaan.AI had

entered its third year with "many of the key building blocks put in place. Focus is now on operational robustness, efficiency and consistency of products and services."

"One of the work streams pertaining to efficiency has been a comprehensive review of contracts and cost-effectiveness," the spokesperson said. The airline has completed the first two phases of Vihaan.AI, known as Taxi and Take-off and entered the final phase, Climb.

CLIMB PHASE

In the third phase, the focus is to create a fully integrated airline with the merger of Air India and Vistara, improve customer value propositions, and drive profitability.

A newly formed managing committee dedicated to ad-



STREAMLINING OPERATIONS. The programme has been in the works for the past 10 months and "has shown significant results," sources tell *businessline*

dressing inter-departmental concerns regarding the programme has been set up.

"Air India's CEO and MD Campbell Wilson is overseeing the execution, ensuring its smooth implementation across the airline," sources said, emphasising that passenger amenities will remain intact.

"The company is focused

on cutting down unproductive services or excessive costs, ensuring that savings do not impact the quality of the customer experience," the source said.

All departments, including fuel management and engineering, have been tasked with specific goals to reduce costs and boost profits. Sources pointed out that the focus is on fuel optimisation. Fuel cost forms a major portion of an airline's operational expenditure.

"Targets have been set to reduce the weight of each flight by up to 10 kg to improve fuel cost per available seat kilometre (Fuel CASK)," the sources told *businessline*. "Weight reduction measures will lead to lower fuel consumption and lesser charges. The savings gained from weight reduction will compound with every flight."

Besides, the airline is pushing to renegotiate all contracts with service providers to consolidate agreements as well as securing multi-station discounts. "The airline is utilising technology to reduce manpower, driving automation wherever possible," sources added.



Corporate Communications Directorate

DAINIK JAGRAN

KANPUR

9 JANUARY 2025

दिल्ली की उड़ान 25 मिनट देर से आई

कानपुर: धुंध में कम दृश्यता के चलते दिल्ली की उड़ान बुधवार को 25 मिनट की देरी से आई और तय समय से 20 मिनट देरी से यात्रियों को लेकर रवाना हुई। यह फ्लाइट दोपहर दो बजे आती और 2:40 बजे जाती है। बुधवार को यह दो के

बजाय 2:25 बजे आई।

यहां से यात्रियों को लेकर तीन बजे गई। बता दें कि चक्रेरी स्थित एयरपोर्ट से हैदराबाद, बेंगलुरु, दिल्ली और मुंबई के लिए उड़ानों की सुविधा है। हैदराबाद की उड़ान सप्ताह में चार दिन सोमवार, बुधवार, शुक्रवार और रविवार की है। बेंगलुरु की उड़ान सप्ताह में तीन दिन मंगलवार, गुरुवार और शनिवार की है। (जस)



Corporate Communications Directorate

THE ECONOMIC TIMES

DELHI

10 JANUARY 2025

Airbus Overcomes Slow Start, Delivers 766 Jets in 2024



Airbus SE came within striking distance of its aircraft delivery target for 2024 by handing over 766 aircraft, the highest rate in six years as customers continue to refresh their fleets with more fuel-efficient aircraft like the A321neo model.

The figure was just shy of a 770-aircraft target, a goal that looked unlikely for months last year as the plane-maker struggled to ramp up output.

Airbus's A321neo jetliner accounted for 60% of its narrowbody deliveries, cementing the model's lead as the world's bestselling aircraft.

Airbus also recorded 826 net orders last year, taking its backlog to 8,658 planes.

"Given the complex and fast-changing environment we continue to operate in, we consider 2024 a good year," Christian Scherer, the chief executive officer of Airbus's commercial aircraft unit, said in the statement. —**Bloomberg**



Corporate Communications Directorate

THE MORNING STANDARD

DELHI

10 JANUARY 2025

Akasa Air pilots write to aviation minister against management

ARSHAD KHAN @NewDelhi

A group of pilots at Akasa Air has launched a personal attack on the airline's CEO Vinay Dube, claiming he has 'no control over the company'. They have claimed that Akasa Air's vice President Capt. Floyd Gracious has brought in his associates from Jet Airways and placed them in key positions of power. These allegations were detailed in an email sent on Thursday (Jan 9) to aviation minister Rammohan Naidu Kinjarapu, seeking his intervention.

The letter was also sent to Director General of Director General of Civil Aviation (DGCA)

Faiz Ahmed Kidwai and Secretary of the Ministry of Civil Aviation Vumlung Vualnam.

"CEO Dube said in his recent interview that his dream was to make Akasa Air one of the best places to work, to reach world standards in safety, customer care and have an employee-centric approach etc. Sadly it's all blown... and Dube seems to have no control over the company. Over 40 pilots, 200 crew and 35 engineers left the company..." said the letter adding that rather than addressing the in-house issues, the company went to court against those individuals.

Dube is an aviation industry



veteran and a former CEO of Jet Airways and GoAir. Currently, Dube is the CEO and co-founder of Akasa Air, which is backed by the family of late billionaire trader Rakesh Jhunjhunwala. Akasa commenced operations in August 2022.

Akasa Air is yet to comment on the development. A query

sent to the airline's management remained unanswered till the time of writing of the report. The letter added that while Akasa claimed that they have sued the pilots leaving due to breaking of legal bonds, it should be noted that the company could not pursue this case legally on 42 pilots since they

had left in a perfectly legit manner. Since its early days, Akasa and its pilots have been at loggerheads. In a letter dated December 11 to aviation minister Naidu, a section of pilots sought an independent probe into the airline's management practices, training methods and safety standards. Akasa then said it has the highest levels of job satisfaction.

Recently aviation regulator DGCA pulled up the airline on multiple occasions. In late December, DGCA ordered a six-month suspension for the director of operations and the director of training at Akasa due to alleged deficiencies in pilot training protocols.



Corporate Communications Directorate

THE TELEGRAPH

KOLKATA

9 JANUARY 2025

Plan: Weather data from flights for better forecast

New Delhi: The government is planning to make it mandatory for domestic airlines to share with the weather office weather data captured by aircraft during takeoffs and landings, which could lead to significantly better forecasts.

Currently, the India Meteorological Department (IMD) launches weather balloons from 50-60 stations to collect critical data on temperature, humidity and wind speed at various altitudes, which form crucial inputs for weather forecasting models.

These inputs could increase exponentially as the country records more than 6,000 takeoffs and landings by domestic airlines at various airports every day.

M. Ravichandran, secretary in the Union ministry of earth sciences, said his ministry had been in discussions with the civil aviation ministry and that providing weather data would be "made mandatory for domestic airlines within a year".

"It has to be mandatory....



EYE ON SKY

It will not only be very useful for airline operations but also for weather forecasts everywhere," he said.

Ravichandran said weather forecasts depended largely on the number of observations collected.

He said that with new airports coming up in different parts of the country, the weather office could have access to data from a wider geographical region, leading to better localised predictions.

"The more observations we have, the better our predictions can be. It is similar to an exit poll — if you gather data from more places, you will get

a clearer picture. In the same way, we aim to collect information on temperature, humidity and wind wherever possible," he said.

Vertical weather observations (obtained from aircraft and weather balloons) are more important than ground observations because they provide a complete picture of the atmosphere, not just what is happening on the surface, Ravichandran said.

Weather systems such as storms form and evolve in the atmosphere, where temperature, humidity and wind conditions at different altitudes play a key role, he said.

Aircraft also record weather data during takeoffs and landings. This data is transmitted to the ground in real time and integrated into forecasting models.

Ravichandran said all aircraft operating on international routes provided weather data because it was required by law. However, not all domestic airlines do so as it is not mandatory for them. P71



Corporate Communications Directorate

THE TIMES OF INDIA

CHENNAI

9 JANUARY 2025

Flight from Kuwait leaves behind half of luggage

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Chennai: Many Air India Express passengers from Kuwait were in for a shock when they landed in the city on Monday as the airline had left behind their luggage to maintain air haul weight.

The flight with around 176 passengers landed in Chennai around 6.30am. Most of them could not find their check-in luggage on the conveyor belt.

Only when they confronted the airline's ground staff were they told that some of



the luggage had been held back to maintain the flight's air haul weight. The staff assured the passengers that the remaining luggage would reach Chennai on Wednesday and Thursday and be delivered at their doorsteps.

"Due to payload restrictions, some checked-in baggage could not be uplifted on

one of the flights operating on the Kuwait-Chennai sector on Monday. We regret the inconvenience caused to our guests. Arrangements have been made to deliver the impacted baggage to the residences of the guests at the earliest, at the airline's expense," an Air India Express spokesperson said.

A retired airline official, though, said it was a clear mistake on the part of the airline. "An aircraft cannot always take the full load of passengers, and in aviation, it is called regulated take-off weight (RTOW). It is the duty

of the airport manager to plan well ahead to keep the weight within the RTOW limits. Temperature, time of operation and distance to cover (sector) play a vital role in deciding RTOW – the number of passengers and luggage an aircraft can handle. In this case, the airport manager should have restricted the passengers to 120 to 140," he said.

He said it was not allowed to separate passengers from their check-in luggage. "Also, making delivery arrangements will put an additional burden on airlines," he said.