

Media Note

Mangaluru International Airport bags prestigious ACI Level 5 Accreditation for customer experience

Editor's Synopsis

- Mangaluru International Airport achieves the highest level of Airports Council International (ACI) Airport Customer Experience Accreditation.
- Becomes the third airport in the Adani Airport Holdings Limited (AAHL) network, after Mumbai and Ahmedabad, to attain this prestigious distinction.
- Recognition reflects the airport's sustained commitment to passenger-centric excellence, innovation and continuous improvement.

Mangaluru, Karnataka | 15 July 2026: Mangaluru International Airport has been conferred the prestigious **Level 5 Accreditation under the Airports Council International (ACI) Airport Customer Experience Accreditation Programme**, the highest recognition in the global airport industry for customer experience management.

With this, Mangaluru International Airport becomes the **third airport within the Adani Airport Holdings Limited (AAHL) network with Mumbai and Ahmedabad, and second in Karnataka after Kempegowda International Airport, Bengaluru to receive this prestigious accreditation**, underlining the airport's robust focus on delivering a world-class passenger experience. **Only four airports in India to date have received this global accreditation.**

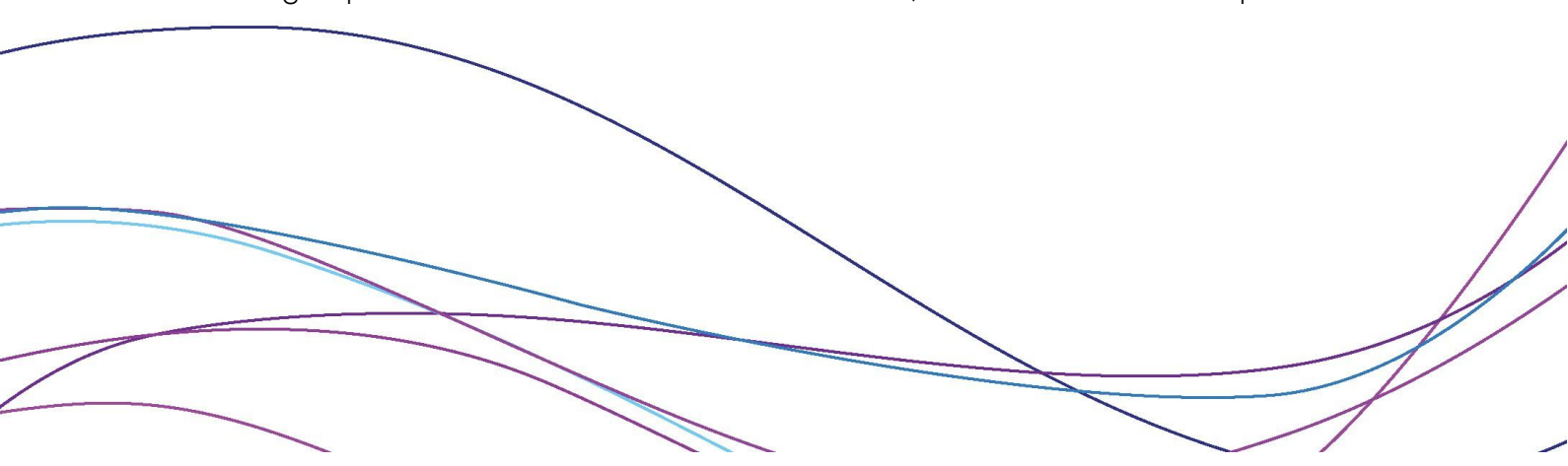
The ACI Airport Customer Experience Accreditation Programme is the aviation industry's only global framework that provides a comprehensive assessment of how airports embed customer experience across strategy, culture, governance, operations and service delivery.

The Airport had received the ACI Level 4 accreditation in July 2025 and has progressed to level 5 in exactly a year. The Airport received Level 3 accreditation in February 2024. Mangaluru Airport's progression from Level 3 to Level 4 and now to Level 5 in little over 30 months reflects a sustained and organisation-wide commitment to placing passengers at the centre of every decision.

Level 5 Accreditation recognises airports that have successfully embedded customer experience across the enterprise and fostered a culture where every stakeholder – CISF, Customs, Immigration, Airline - contributes to continuously enhancing the passenger journey. The accreditation acknowledges not only operational excellence but also the airport's ability to create meaningful, seamless and memorable experiences across all touchpoints.

Mangaluru Airport earned this recognition through a series of transformative initiatives focused on customer-centricity, digital innovation, operational excellence and stakeholder collaboration. These include:

- Strengthening customer experience governance through the integration of customer-centric practices into business strategy and day-to-day operations.
- Leveraging digital technologies, including the **Aviio app** - a first of its kind digital initiative among airports in India - to enhance convenience, reduce friction and improve service



efficiency across the passenger journey

- Implementing robust passenger feedback and measurement mechanisms to capture customer insights and drive continuous improvement.
- Investing in employee engagement, training and empowerment programmes to create a service-oriented culture across the airport ecosystem.
- Advancing infrastructure, wayfinding, accessibility and passenger engagement initiatives designed to improve comfort, convenience and overall satisfaction.
- Fostering close collaboration among airport stakeholders, including airlines, security agencies, concessionaires and service partners, to deliver a seamless end-to-end experience for travellers.

Over the last few years, Mangaluru International Airport has consistently elevated passenger experience standards through technology-led interventions, service innovation and a strong culture of continuous improvement. The achievement of Level 5 Accreditation reinforces the airport's position among leading airports globally that have successfully embedded customer experience as a core organisational value.

"The ACI Level 5 Accreditation is a significant milestone in Mangaluru Airport's journey of transformation and excellence. This recognition reflects the collective efforts of our employees, stakeholders and partners who share a common vision of delivering exceptional experiences to every passenger. As the third airport in the AAHL network to attain this distinction, we remain committed to continuously raising the bar and ensuring that Mangaluru Airport offers a seamless, safe and memorable journey for all travellers," the Airport spokesperson said.

The accreditation further strengthens Mangaluru International Airport's reputation as a customer-focused airport and showcases its commitment to aligning with global best practices in airport service excellence.

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About Mangaluru International Airport Limited (MglIAL)

Mangaluru International Airport Limited (MglIAL) is a subsidiary of Adani Enterprises Limited (AEL), the flagship of the globally diversified Adani Group, and the largest private operator of eight functional airports in India through Adani Airport Holdings Limited (AAHL). AAHL holds a 49 per cent stake, while AEL, the parent company, holds the majority 51 per cent stake in MglIAL. MglIAL operates and is modernising Mangaluru International Airport (IXE), a major aviation hub in Mangaluru, Dakshina Kannada district of Karnataka.

Mangaluru International Airport, Mangaluru (IATA: IXE ICAO: VOML)

Mangaluru International Airport, with a rich history of 75 years, is spread over 583.77 acres and holds the distinction of being Karnataka's second busiest airport in terms of passenger traffic, having managed 2.54 million passengers in FY 2025–26. The airport, which is the first in Karnataka to have two runways, including one made of rigid pavement and overlaid with asphalt, currently caters to over 50 air traffic movements (ATMs) every day.

With a digital first approach, the airport delivers a smooth experience for passengers through advanced technology and efficient operations. As an emerging cargo hub, IXE manages air cargo of over 5,600 metric tonnes per annum.

In July 2026, Airports Council International (ACI) awarded IXE Level 5 accreditation for customer experience, making it one among four Airports in India to receive this prestigious global accreditation. This recognises the airport's advanced practices in service design and innovation, governance, and customer understanding. The Confederation of Indian Industry too issued Mangaluru Airport with the prestigious Zero Waste to Landfill certification. The Airport has in June 2026 commissioned India's first and Asia's second Precision Approach Lighting Category 1 system, mounted on specially engineered towers.

