

Media Note**Mangaluru International Airport Wins Global 2025 ASQ Award for Best Airport at Arrivals Second Year in Succession****Editor's Synopsis**

- ACI World recognises Mangaluru International Airport with 2025 ASQ Award for Best Airport at Arrivals – Globally
- Second consecutive global win, following similar recognition in 2024.
- One of six airports worldwide selected in the Arrivals category: Awards ceremony to be held in Istanbul on 2 September 2026

Mangaluru, Karnataka | 24 February 2026: Airports Council International (ACI) World has named Mangaluru International Airport the winner of 2025 Airport Service Quality (ASQ) Award for the Best Airport at Arrivals – Globally, reaffirming its standing among leading airports worldwide for passenger experience.

The ASQ Awards are regarded as the aviation industry's most credible measure of customer satisfaction, based entirely on real-time passenger feedback collected through ACI's independently administered survey programme. The arrivals category evaluates the complete inbound journey, including immigration processes, baggage delivery, terminal ambience, cleanliness, wayfinding and overall comfort.

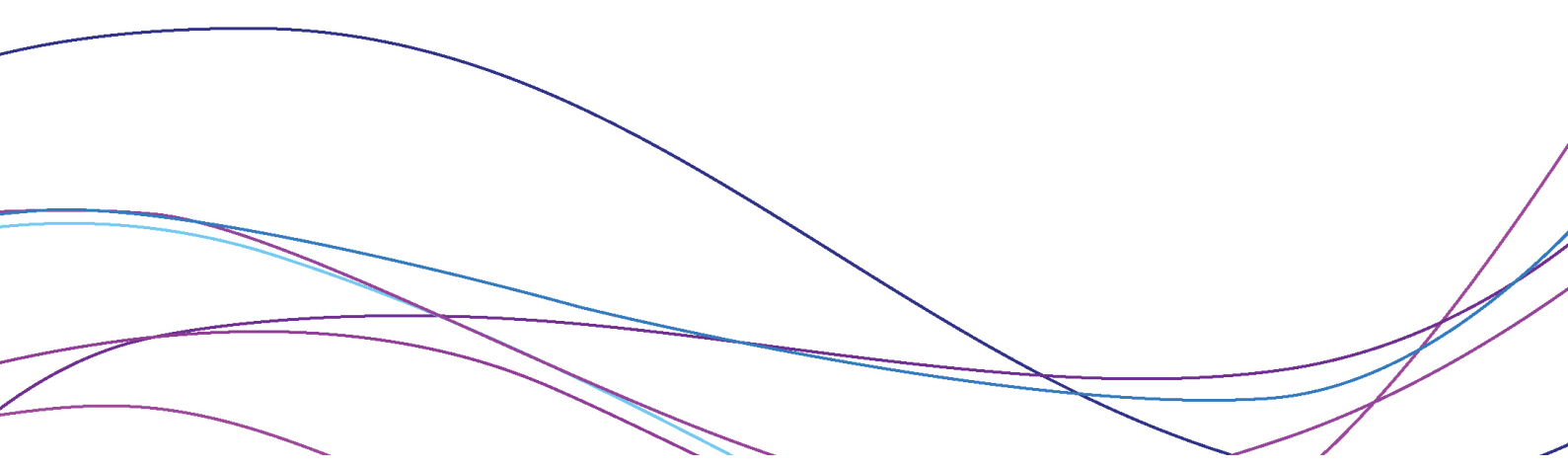
This marks the second consecutive year that Mangaluru International Airport has secured the global arrivals distinction, having also won the award in 2024. In 2025, only six airports worldwide were selected in the Best Airport at Arrivals – Globally category, underscoring the scale of this achievement.

The recognition reflects sustained investments in process optimisation, digital initiatives and service training, alongside close coordination with government agencies and ecosystem partners. Continuous focus on operational efficiency and passenger-centric infrastructure enhancements has contributed to smoother arrivals and improved turnaround times.

Mangaluru International Airport is managed by Adani Airport Holdings Limited (AAHL), India's largest private airport operator. The achievement adds to AAHL's growing portfolio of globally benchmarked airports across the country, reinforcing its emphasis on service consistency, technology-led processes and infrastructure modernisation.

Airport management credited frontline teams and stakeholders for delivering a consistently high-quality experience validated directly by passengers under the ASQ framework.

The awards will be formally presented at the ASQ Awards Ceremony on 2 September 2026 in Istanbul, Türkiye, as part of ACI World's Airport Experience Summit scheduled from 31 August to 4 September. This year, 100 airports worldwide have been recognised across categories, and 195 awards will be presented in total.



The latest recognition strengthens Mangaluru International Airport's position as a preferred gateway for domestic and international travellers while reaffirming its commitment to raising service standards in line with global best practices.

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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 seven 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 2.32 million passengers in FY 2024–25. 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 2025, Airports Council International (ACI) awarded IXE Level 4 accreditation for customer experience. The accreditation recognises the airport's advanced practices in service design and innovation, governance, and customer understanding. Mangaluru International Airport was the first Indian airport in the 5 million passenger category to achieve the Level 3 milestone.

