

## **PRESS NOTE**

### **GMR IGI Airport Awards 2012 recognise the best in the aviation industry**

**New Delhi, July 27<sup>th</sup>, 2012:** At a glittering ceremony on Thursday GMR led consortium Delhi International Airport (Pvt) Ltd. (DIAL) presented the first edition of the GMR-IGI Airport Awards. A unique initiative in Indian aviation, the awards have been instituted with the aim of recognizing the key performers in the aviation industry who work relentlessly to keep the airport operations running. GMR IGI Awards 2012 were given in 28 diversified categories with one special recognition award at a gala function in Gurgaon.

The event saw the participation of almost 500 guests from all major stakeholders including AAI, CISF, Customs, Immigrations, Passenger and Cargo Airlines, Cargo Operators, ground handlers, JV partners, Retail partners, F&B and several other concessionaires. The entire award evaluation process was carried out and validated by renowned auditors, KPMG.

**Elaborating on the process DIAL CEO, Mr. I Prabhakara Rao felt,** “We had instituted the GMR-IGI Airport Awards for partners. It has been eight months of data collection, statistics, parameters, categories and finally nominations and winners. As airport operator we stand here to salute excellence across all functions at IGIA and in the process, take a pledge to do even better. We have tried our level best to cover each section of our stakeholders and reward excellence in all its forms and we hope you will support our efforts and make this event a true ‘Oscar of Airports’.”

Winners, nominees and all other attendees agreed that it was indeed a great initiative by DIAL, and it was for the first time they were being honoured by an airport operator. Winners attributed their victories to their teams and stated that the victory will push their teams to strive even harder so that further improvements may come about in the passenger experience.

**Gracing the event GMR Airport Business Chairman, Mr Srinivas Bommidala said,** “GMR IGI airports awards 2012 is a very special event for DIAL. Over the last two years, DIAL has been the recipient of a number of awards. Our airport has recently been adjudged the second best airport in the world in the 25mn – 40mn passengers’ category. We, at DIAL along with all

our service partners, have a dream of becoming the world’s best airport by 2014. I am confident that we all have the fire in the belly to achieve it.”

The evening saw awards being presented to airlines, cargo community, F&B outlets as well as taxi services. But the biggest cheers of the evening were reserved for the employee of the year from CISF, Immigration and Customs. Apart from this, the Air Navigation Services arm of the AAI received a standing ovation on being conferred a special award.

“There are over 30,000 members of your team which keeps the airport ticking with the support of just 1500 of us at DIAL. I am privileged to say that if this airport is now a success and a globally acclaimed name, it is all thanks to you and every member of your teams,”  
**added Mr. Rao.**

The awards were interspersed with electrifying dance performances that recreated the magic of Indian Cinema and included special performances crafted around the theme of aviation. Creativity combined with cutting edge technology created an entertainment extravaganza for the entire audience.

**About IGIA Awards:**

IGIA Awards is a symbol of outstanding achievement presented to some of the greatest talents in Indian and International Aviation. These awards are an attempt to recognize and align the partners in meeting IGIA’s objective of becoming world’s best airport. It is the only such award ceremony being held for the first time in India, audited by globally acclaimed KPMG.

<b>GMR-IGI Airport Awards 2012-Winners</b>		
<b>S. No</b>	<b>Category</b>	<b>Winner</b>
1	1st Award Category - Custom House Agent of Year	P S Atree & Company Private Limited
2	2nd Award Category - International Freighter of the Year	Federal Express Corporation
3	3rd Award Category - Freight Forwarder of the Year	DHL Logistics PVT LTD
4	4th Award Category - Ground Handler of the Year	Cambata Aviation PVT LTD

5	5th Award Category - In Flight Kitchen of the Year	Taj Sats Air Catering LTD
6	6th Award Category - Support Services Provider of the Year : Engineering Services - Terminal	Smiths Detection(Asia Pacific) PVT LTD
7	7th Award Category - Support Services Provider of the Year Engineering Services -Airside	Delite Systems Engineering (I) PVT LTD
8	8th Award Category - Support Services Provider of the Year - Terminal Standards	Impression Services PVT LTD
9	9th Award Category - Employee of the Year - Immigration	Paramvir Dahiya
10	10 <sup>th</sup> Award Category - Employee of the Year - CISF	M P Kharwal
11	11th Award Category - Employee of the Year - Customs	Baldev Singh
12	12th Award Category - Retail Outlet of the Year - Domestic	Swarovski- T-1 Departures
13	13th Award Category - Retail Outlet of the Year - International	Delhi Duty Free T-3 Arrivals
14	14th Award Category - F&B Outlet of the Year - Domestic	Costa Coffee T-1 Departures
15	15th Award Category - F&B Outlet of the Year - International	Ckrushh T-3 Departures
16	16th Award Category – Service Provider of the Year	TIM Delhi Airport PVT LTD T-3 Domestic
17	17th Award Category - Hospitality Outlet of the Year	Plaza Premium T-3 International Departures
18	18th Award Category - Retail Business Partner of the Year	Delhi Duty Free Services PVT LTD
19	19th Award Category - Services Business Partner of the Year	Meru Cab Company PVT LTD
20	20th Award Category - Hospitality Business Partner of the Year	Premium Port Lounge Management Company PVT LTD
21	21st Award Category - Airline of the Year - India	IndiGo

22	22nd Award Category - Airline of the Year - North America	United Airlines
23	23rd Award Category - Airline of the Year - Africa	Ethiopian Airlines
24	24th Award Category - Airline of the Year - Middle East	Emirates
25	25th Award Category - Airline of the Year - Europe	Lufthansa German Airlines
26	26th Award Category - Airline of the Year - Asia Pacific	Cathay Pacific Airways
27	27th Award Category - Super Star Commercial Partner of the year	Delhi Duty Free Services PVT LTD
28	28th Award Category - Super Star Airline of the year	IndiGo
29	Special Recognition Award	AAI- Air Navigation Services, IGIA

### About DIAL

Delhi International Airport (P) Ltd (DIAL) is a joint venture company; comprising the GMR Group, Airports Authority of India, Fraport and Malaysia Airports Holdings Berhad. The project being developed by DIAL under Public Private Partnership has been given the mandate to finance, design, build, operate and maintain the Delhi Airport for 30 years with an option to extend it by another 30 years

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