

## Mumbai Airport services back to normal after system failure

- A Monitor Desk Report

Date: 02 December, 2022



Flight operations have resumed after there has been a report of a computer system failure at Mumbai's Chhatrapati Shivaji Maharaj International Airport, affecting all airline check-ins.

"Due to the server down at Mumbai International Airport, the crowd is slightly more than normal. The crowd is being managed well and there is no chaos as manual passes are being issued," said Central Industrial Security Force (CISF), ANI reported.

The outage has had an effect on airlines, according to Hindustan Times reports from Vistara and Akasa Air. Meanwhile, the Mumbai International Airport CISF stated that the crowd is slightly higher than usual because the server is down. As manual passes are being distributed, the crowd is being well managed and there is no chaos.

"Our passengers are requested to allocate additional time for check-in and also to kindly connect with their respective airlines, owing to a temporary network interruption outside the airport due to on-going development in the city," said Mumbai International Airport.

It has resulted in a massive airport crowd and chaos. Numerous flyers raised the issue on Twitter.

The airport administration is working to resolve this technical problem which is said to be due to the server down and the service will be restored soon, the airport

said, according to ABP Majha.

Meanwhile, the flag carrier airline of India, Air India has reacted on the situation saying, "We understand that delays are certainly uncomfortable. Our team is working diligently to minimize the inconvenience. They'll be in touch with you for further updates."

On Thursday evening, when servers at the terminal went down, there were a lot of people waiting in long lines at Mumbai T2 airport. According to reports, baggage drop-off takes nearly an hour for passengers. However, the situation is completely under control, and the authorities at the airport have informed that the lines are slightly longer than usual.

According to DIG Shrikant Kishore of the Central Industrial Security Force, damage to the optic fiber cable caused the system blackout.

-B