

Mumbai Airport Operations Disrupted by Network Outage, Flights Delayed



A data network outage at Chhatrapati Shivaji Maharaj International Airport (CSMIA) in Mumbai disrupted flight operations on Saturday, leading to significant delays for several airlines, including Air India. The technical glitch, which impacted check-in systems, forced the airport to switch to manual mode to minimize disruptions. While systems have since been restored, residual delays are expected as operations gradually return to normal.

The outage, caused by a third-party data network failure, began in the afternoon, creating long queues and frustration for passengers. Air India, in a statement on the social media platform X, confirmed the impact on its operations. The airline said, "A third-party data network outage had impacted check-in systems at Mumbai airport, thereby delaying flight departures of airlines, including Air India. The systems have since been restored; however, some of our flights may continue to be affected for some time as the situation normalises progressively."

In response to passenger inquiries, Mumbai Airport authorities also took to social media to acknowledge the issue. "We would like to inform you that we're currently facing a network failure across the airport. We've activated contingencies and are working on resolving the issue with our core team. We're operating in manual mode to minimise disruptions. We appreciate your patience in this regard," the airport said.

The timing of the outage was particularly challenging, as it coincided with a busy weekend and the festive travel rush for Raksha Bandhan, a Hindu festival that sees a significant increase in

domestic air travel. This surge in passenger volume amplified the effects of the system failure, adding to the congestion and wait times at check-in counters and security checkpoints.

According to flight tracking data, departures were delayed by an average of 30-45 minutes. The outage lasted for over an hour, with its effects stretching through the evening as airlines worked to catch up with their schedules. Both Air India and CSMIA advised passengers to check their flight status before heading to the airport and to allow extra time for check-in and security formalities while the situation stabilizes.