

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2018 OVER QUARTER - IV (OCTOBER-DECEMBER) 2017

ANNEXURE-I

| S.No. | ITEM | AHMEDABAD | | | AMRITSAR | | | BAGDOGRA | | | BHUBANESHWAR | | |
|-------|--|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|
| | | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 |
| 1 | Ground transportation to/from airport | 4.87 | 4.88 | -0.01 | 4.72 | - | - | 3.37 | - | - | 4.55 | 4.23 | 0.32 |
| 2 | Parking facilities | 4.63 | 4.66 | -0.03 | 4.31 | - | - | 3.14 | - | - | 3.79 | 3.14 | 0.65 |
| 3 | Value for money of parking facilities | 4.55 | 4.48 | 0.07 | 4.28 | - | - | 2.98 | - | - | 3.68 | 3.15 | 0.53 |
| 4 | Availability of baggage carts/trolleys | 4.55 | 4.72 | -0.17 | 4.62 | - | - | 3.27 | - | - | 4.38 | 4.01 | 0.37 |
| 5 | Waiting time in check-in queue/line | 4.73 | 4.68 | 0.05 | 4.56 | - | - | 3.34 | - | - | 4.66 | 4.68 | -0.02 |
| 6 | Efficiency of check-in staff | 4.61 | 4.53 | 0.08 | 4.63 | - | - | 3.60 | - | - | 4.65 | 4.55 | 0.10 |
| 7 | Courtesy and helpfulness of check-in staff | 4.65 | 4.61 | 0.04 | 4.64 | - | - | 3.72 | - | - | 4.74 | 4.69 | 0.05 |
| 8 | Waiting time at passport/personal ID inspection | 4.73 | 4.72 | 0.01 | 4.65 | - | - | 3.59 | - | - | 4.59 | 4.68 | -0.09 |
| 9 | Courtesy and helpfulness of inspection staff | 4.64 | 4.69 | -0.05 | 4.69 | - | - | 3.56 | - | - | 4.75 | 4.67 | 0.08 |
| 10 | Courtesy and helpfulness of security staff | 4.69 | 4.75 | -0.06 | 4.64 | - | - | 3.61 | - | - | 4.75 | 4.73 | 0.02 |
| 11 | Thoroughness of security inspection | 4.63 | 4.58 | 0.05 | 4.56 | - | - | 3.55 | - | - | 4.67 | 4.63 | 0.04 |
| 12 | Waiting time at security inspection | 4.62 | 4.66 | -0.04 | 4.45 | - | - | 3.36 | - | - | 4.54 | 4.61 | -0.07 |
| 13 | Feeling of being safe and secure | 4.67 | 4.69 | -0.02 | 4.67 | - | - | 3.58 | - | - | 4.69 | 4.68 | 0.01 |
| 14 | Ease of finding your way through airport | 4.75 | 4.80 | -0.05 | 4.65 | - | - | 3.69 | - | - | 4.65 | 4.63 | 0.02 |
| 15 | Flight information screens | 4.63 | 4.68 | -0.05 | 4.63 | - | - | 3.61 | - | - | 4.59 | 4.54 | 0.05 |
| 16 | Walking distance inside the terminal | 4.64 | 4.63 | 0.01 | 4.59 | - | - | 3.61 | - | - | 4.70 | 4.58 | 0.12 |
| 17 | Ease of making connections with other flights | 4.60 | 4.43 | 0.17 | 4.68 | - | - | 3.62 | - | - | 4.51 | 4.50 | 0.01 |
| 18 | Courtesy and helpfulness of airport staff | 4.79 | 4.63 | 0.16 | 4.69 | - | - | 3.82 | - | - | 4.62 | 4.61 | 0.01 |
| 19 | Restaurant/Eating facilities | 4.45 | 4.73 | -0.28 | 4.47 | - | - | 3.28 | - | - | 3.71 | 4.01 | -0.30 |
| 20 | Value for money of restaurant/eating facilities | 4.44 | 4.44 | 0.00 | 4.50 | - | - | 3.12 | - | - | 3.63 | 3.96 | -0.33 |
| 21 | Availability of bank/ATM facilities/money changers | 4.91 | 4.58 | 0.33 | 4.75 | - | - | 3.01 | - | - | 4.44 | 4.25 | 0.19 |
| 22 | Shopping facilities | 4.68 | 4.45 | 0.23 | 4.46 | - | - | 3.03 | - | - | 3.88 | 3.72 | 0.16 |
| 23 | Value for money of shopping facilities | 4.55 | 4.39 | 0.16 | 4.41 | - | - | 2.90 | - | - | 3.88 | 3.71 | 0.17 |
| 24 | Internet access/Wi-Fi | 4.64 | 4.69 | -0.05 | 4.29 | - | - | 2.35 | - | - | 3.65 | 3.95 | -0.30 |
| 25 | Business/Executive lounges | - | - | - | 3.73 | - | - | 2.92 | - | - | 4.41 | 4.48 | -0.07 |
| 26 | Availability of washrooms/toilets | 4.94 | 4.84 | 0.10 | 4.72 | - | - | 3.52 | - | - | 4.77 | 4.68 | 0.09 |
| 27 | Cleanliness of washrooms/toilets | 4.75 | 4.83 | -0.08 | 4.66 | - | - | 3.54 | - | - | 4.81 | 4.79 | 0.02 |
| 28 | Comfort of waiting/gate areas | 4.77 | 4.79 | -0.02 | 4.65 | - | - | 3.25 | - | - | 4.64 | 4.55 | 0.09 |
| 29 | Cleanliness of airport terminal | 4.83 | 4.86 | -0.03 | 4.75 | - | - | 3.69 | - | - | 4.81 | 4.84 | -0.03 |
| 30 | Ambience of the airport | 4.56 | 4.79 | -0.23 | 4.69 | - | - | 3.54 | - | - | 4.70 | 4.61 | 0.09 |
| 31 | Passport/ID inspection | 4.88 | 4.73 | 0.15 | 4.65 | - | - | 3.65 | - | - | 4.48 | 4.64 | -0.16 |
| 32 | Speed of baggage delivery | 4.86 | 4.58 | 0.28 | 4.74 | - | - | 3.38 | - | - | 4.54 | 4.35 | 0.19 |
| 33 | Customs inspection | 4.56 | 4.40 | 0.16 | 4.52 | - | - | 3.46 | - | - | 4.44 | 4.32 | 0.12 |
| | Overall Satisfaction | 4.82 | 4.80 | 0.02 | 4.57 | - | - | 3.62 | - | - | 4.69 | 4.64 | 0.05 |
| | World Average | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | | 4.21 | 4.20 | | 4.21 | 4.20 | 0.01 |

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2018 OVER QUARTER - IV (OCTOBER-DECEMBER) 2017

ANNEXURE-I

| S.No. | ITEM | CALICUT | | | CHENNAI | | | COIMBATORE | | | GOA | | |
|-------|--|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|
| | | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 |
| 1 | Ground transportation to/from airport | 4.46 | 4.21 | 0.25 | 4.25 | 4.16 | 0.09 | 4.43 | 4.14 | 0.29 | 4.74 | 4.71 | 0.03 |
| 2 | Parking facilities | 4.16 | 4.30 | -0.14 | 3.79 | 3.16 | 0.63 | 4.23 | 4.13 | 0.10 | 4.41 | 4.42 | -0.01 |
| 3 | Value for money of parking facilities | 4.19 | 4.30 | -0.11 | 3.53 | 3.10 | 0.43 | 4.32 | 3.87 | 0.45 | 4.43 | 4.20 | 0.23 |
| 4 | Availability of baggage carts/trolleys | 4.22 | 4.26 | -0.04 | 4.14 | 3.81 | 0.33 | 4.28 | 4.02 | 0.26 | 4.62 | 4.63 | -0.01 |
| 5 | Waiting time in check-in queue/line | 4.29 | 4.19 | 0.10 | 4.42 | 4.49 | -0.07 | 4.28 | 4.20 | 0.08 | 4.69 | 4.76 | -0.07 |
| 6 | Efficiency of check-in staff | 4.18 | 4.33 | -0.15 | 4.50 | 4.48 | 0.02 | 4.17 | 4.07 | 0.10 | 4.58 | 4.54 | 0.04 |
| 7 | Courtesy and helpfulness of check-in staff | 4.20 | 4.28 | -0.08 | 4.50 | 4.50 | 0.00 | 4.23 | 4.01 | 0.22 | 4.54 | 4.64 | -0.10 |
| 8 | Waiting time at passport/personal ID inspection | 4.31 | 4.25 | 0.06 | 4.35 | 4.48 | -0.13 | 4.29 | 4.15 | 0.14 | 4.69 | 4.73 | -0.04 |
| 9 | Courtesy and helpfulness of inspection staff | 4.19 | 4.27 | -0.08 | 4.44 | 4.46 | -0.02 | 4.15 | 4.05 | 0.10 | 4.53 | 4.49 | 0.04 |
| 10 | Courtesy and helpfulness of security staff | 4.34 | 4.45 | -0.11 | 4.45 | 4.52 | -0.07 | 4.25 | 4.35 | -0.10 | 4.68 | 4.76 | -0.08 |
| 11 | Thoroughness of security inspection | 4.23 | 4.28 | -0.05 | 4.47 | 4.48 | -0.01 | 4.18 | 4.06 | 0.12 | 4.53 | 4.56 | -0.03 |
| 12 | Waiting time at security inspection | 4.15 | 4.19 | -0.04 | 4.30 | 4.42 | -0.12 | 4.21 | 4.07 | 0.14 | 4.49 | 4.60 | -0.11 |
| 13 | Feeling of being safe and secure | 4.23 | 4.33 | -0.10 | 4.49 | 4.53 | -0.04 | 4.18 | 4.13 | 0.05 | 4.68 | 4.70 | -0.02 |
| 14 | Ease of finding your way through airport | 4.33 | 4.32 | 0.01 | 4.54 | 4.52 | 0.02 | 4.32 | 4.20 | 0.12 | 4.68 | 4.74 | -0.06 |
| 15 | Flight information screens | 4.26 | 4.33 | -0.07 | 4.36 | 4.37 | -0.01 | 4.17 | 4.13 | 0.04 | 4.43 | 4.40 | 0.03 |
| 16 | Walking distance inside the terminal | 4.18 | 4.25 | -0.07 | 4.55 | 4.48 | 0.07 | 4.21 | 3.97 | 0.24 | 4.51 | 4.61 | -0.10 |
| 17 | Ease of making connections with other flights | 4.30 | 3.33 | 0.97 | 4.43 | 4.35 | 0.08 | 4.36 | 3.93 | 0.43 | 4.73 | 4.93 | -0.20 |
| 18 | Courtesy and helpfulness of airport staff | 4.37 | 4.49 | -0.12 | 4.56 | 4.59 | -0.03 | 4.29 | 4.27 | 0.02 | 4.76 | 4.73 | 0.03 |
| 19 | Restaurant/Eating facilities | 4.07 | 3.85 | 0.22 | 4.56 | 4.65 | -0.09 | 4.09 | 3.71 | 0.38 | 4.30 | 4.56 | -0.26 |
| 20 | Value for money of restaurant/eating facilities | 3.99 | 3.60 | 0.39 | 4.49 | 4.59 | -0.10 | 4.11 | 3.56 | 0.55 | 4.05 | 4.48 | -0.43 |
| 21 | Availability of bank/ATM facilities/money changers | 4.44 | 4.17 | 0.27 | 4.32 | 4.06 | 0.26 | 4.50 | 3.94 | 0.56 | 4.78 | 4.69 | 0.09 |
| 22 | Shopping facilities | 4.22 | 3.81 | 0.41 | 4.04 | 3.74 | 0.30 | 4.25 | 3.65 | 0.60 | 4.21 | 4.63 | -0.42 |
| 23 | Value for money of shopping facilities | 4.09 | 3.79 | 0.30 | 3.98 | 3.66 | 0.32 | 4.29 | 3.51 | 0.78 | 4.06 | 4.29 | -0.23 |
| 24 | Internet access/Wi-Fi | - | - | - | 3.81 | 3.65 | 0.16 | 4.29 | 3.28 | 1.01 | 4.34 | 4.60 | -0.26 |
| 25 | Business/Executive lounges | - | - | - | 4.71 | 4.69 | 0.02 | - | - | - | - | - | - |
| 26 | Availability of washrooms/toilets | 4.15 | 4.48 | -0.33 | 4.43 | 4.46 | -0.03 | 4.22 | 4.14 | 0.08 | 4.76 | 4.79 | -0.03 |
| 27 | Cleanliness of washrooms/toilets | 4.11 | 4.43 | -0.32 | 4.11 | 4.27 | -0.16 | 4.20 | 4.07 | 0.13 | 4.56 | 4.61 | -0.05 |
| 28 | Comfort of waiting/gate areas | 4.20 | 4.18 | 0.02 | 4.51 | 4.50 | 0.01 | 4.21 | 3.93 | 0.28 | 4.52 | 4.69 | -0.17 |
| 29 | Cleanliness of airport terminal | 4.46 | 4.50 | -0.04 | 4.28 | 4.35 | -0.07 | 4.48 | 4.36 | 0.12 | 4.73 | 4.76 | -0.03 |
| 30 | Ambience of the airport | 4.33 | 4.20 | 0.13 | 4.64 | 4.60 | 0.04 | 4.29 | 4.12 | 0.17 | 4.57 | 4.75 | -0.18 |
| 31 | Passport/ID inspection | 4.51 | 4.39 | 0.12 | 4.52 | 4.63 | -0.11 | 4.54 | 4.48 | 0.06 | 4.64 | 4.69 | -0.05 |
| 32 | Speed of baggage delivery | 4.16 | 4.31 | -0.15 | 4.40 | 4.52 | -0.12 | 4.22 | 4.25 | -0.03 | 4.62 | 4.38 | 0.24 |
| 33 | Customs inspection | 4.21 | 4.27 | -0.06 | 4.40 | 4.38 | 0.02 | 4.31 | 4.15 | 0.16 | 4.27 | 4.25 | 0.02 |
| | Overall Satisfaction | 4.53 | 4.49 | 0.04 | 4.63 | 4.61 | 0.02 | 4.58 | 4.53 | 0.05 | 4.75 | 4.74 | 0.01 |
| | World Average | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 |

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2018 OVER QUARTER - IV (OCTOBER-DECEMBER) 2017

ANNEXURE-I

| S.No. | ITEM | GUWAHATI | | | INDORE | | | JAIPUR | | | KOLKATA | | |
|-------|--|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|
| | | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 |
| 1 | Ground transportation to/from airport | 4.56 | 4.57 | -0.01 | 4.67 | 4.79 | -0.12 | 4.56 | 4.55 | 0.01 | 4.28 | 4.33 | -0.05 |
| 2 | Parking facilities | 4.24 | 4.18 | 0.06 | 4.25 | 4.48 | -0.23 | 4.45 | 4.53 | -0.08 | 3.22 | 3.76 | -0.54 |
| 3 | Value for money of parking facilities | 4.40 | 4.34 | 0.06 | 4.17 | 4.44 | -0.27 | 4.33 | 4.37 | -0.04 | 3.04 | 3.72 | -0.68 |
| 4 | Availability of baggage carts/trolleys | 4.49 | 4.52 | -0.03 | 4.60 | 4.69 | -0.09 | 4.34 | 4.33 | 0.01 | 3.82 | 3.74 | 0.08 |
| 5 | Waiting time in check-in queue/line | 4.43 | 4.43 | 0.00 | 4.75 | 4.78 | -0.03 | 4.34 | 4.46 | -0.12 | 4.61 | 4.63 | -0.02 |
| 6 | Efficiency of check-in staff | 4.18 | 4.27 | -0.09 | 4.67 | 4.71 | -0.04 | 4.36 | 4.38 | -0.02 | 4.54 | 4.60 | -0.06 |
| 7 | Courtesy and helpfulness of check-in staff | 4.41 | 4.44 | -0.03 | 4.66 | 4.74 | -0.08 | 4.32 | 4.38 | -0.06 | 4.58 | 4.65 | -0.07 |
| 8 | Waiting time at passport/personal ID inspection | 4.17 | 4.28 | -0.11 | 4.66 | 4.73 | -0.07 | 4.37 | 4.44 | -0.07 | 4.65 | 4.70 | -0.05 |
| 9 | Courtesy and helpfulness of inspection staff | 4.15 | 4.20 | -0.05 | 4.41 | 4.68 | -0.27 | 4.39 | 4.39 | 0.00 | 4.62 | 4.67 | -0.05 |
| 10 | Courtesy and helpfulness of security staff | 4.66 | 4.57 | 0.09 | 4.71 | 4.81 | -0.10 | 4.42 | 4.46 | -0.04 | 4.71 | 4.73 | -0.02 |
| 11 | Thoroughness of security inspection | 4.42 | 4.32 | 0.10 | 4.55 | 4.69 | -0.14 | 4.48 | 4.47 | 0.01 | 4.62 | 4.60 | 0.02 |
| 12 | Waiting time at security inspection | 4.61 | 4.49 | 0.12 | 4.43 | 4.64 | -0.21 | 4.39 | 4.44 | -0.05 | 4.55 | 4.59 | -0.04 |
| 13 | Feeling of being safe and secure | 4.66 | 4.52 | 0.14 | 4.59 | 4.76 | -0.17 | 4.40 | 4.38 | 0.02 | 4.64 | 4.71 | -0.07 |
| 14 | Ease of finding your way through airport | 4.50 | 4.43 | 0.07 | 4.75 | 4.82 | -0.07 | 4.40 | 4.39 | 0.01 | 4.72 | 4.65 | 0.07 |
| 15 | Flight information screens | 4.22 | 4.25 | -0.03 | 4.51 | 4.65 | -0.14 | 4.44 | 4.42 | 0.02 | 4.53 | 4.51 | 0.02 |
| 16 | Walking distance inside the terminal | 4.57 | 4.48 | 0.09 | 4.48 | 4.60 | -0.12 | 4.33 | 4.35 | -0.02 | 4.63 | 4.63 | 0.00 |
| 17 | Ease of making connections with other flights | 4.50 | 4.67 | -0.17 | 4.67 | 4.90 | -0.23 | 4.43 | 4.31 | 0.12 | 4.41 | 4.44 | -0.03 |
| 18 | Courtesy and helpfulness of airport staff | 4.56 | 4.51 | 0.05 | 4.77 | 4.81 | -0.04 | 4.43 | 4.44 | -0.01 | 4.66 | 4.67 | -0.01 |
| 19 | Restaurant/Eating facilities | 4.22 | 4.25 | -0.03 | 4.28 | 4.49 | -0.21 | 4.38 | 4.47 | -0.09 | 4.67 | 4.67 | 0.00 |
| 20 | Value for money of restaurant/eating facilities | 4.54 | 4.52 | 0.02 | 4.12 | 4.46 | -0.34 | 4.28 | 4.33 | -0.05 | 4.58 | 4.55 | 0.03 |
| 21 | Availability of bank/ATM facilities/money changers | 4.48 | 4.37 | 0.11 | 4.50 | 4.76 | -0.26 | 4.60 | 4.57 | 0.03 | 4.33 | 4.10 | 0.23 |
| 22 | Shopping facilities | 4.00 | 4.03 | -0.03 | 4.37 | 4.52 | -0.15 | 4.47 | 4.48 | -0.01 | 4.22 | 3.95 | 0.27 |
| 23 | Value for money of shopping facilities | 3.82 | 4.03 | -0.21 | 4.23 | 4.44 | -0.21 | 4.44 | 4.44 | 0.00 | 4.18 | 3.96 | 0.22 |
| 24 | Internet access/Wi-Fi | 3.72 | 4.09 | -0.37 | 4.34 | 4.60 | -0.26 | 4.33 | 4.31 | 0.02 | 3.81 | 4.27 | -0.46 |
| 25 | Business/Executive lounges | 4.18 | 4.46 | -0.28 | - | - | - | - | - | - | 4.70 | 4.68 | 0.02 |
| 26 | Availability of washrooms/toilets | 4.48 | 4.45 | 0.03 | 4.74 | 4.80 | -0.06 | 4.41 | 4.48 | -0.07 | 4.72 | 4.70 | 0.02 |
| 27 | Cleanliness of washrooms/toilets | 4.50 | 4.43 | 0.07 | 4.69 | 4.79 | -0.10 | 4.48 | 4.57 | -0.09 | 4.65 | 4.63 | 0.02 |
| 28 | Comfort of waiting/gate areas | 4.57 | 4.51 | 0.06 | 4.62 | 4.73 | -0.11 | 4.50 | 4.42 | 0.08 | 4.66 | 4.44 | 0.22 |
| 29 | Cleanliness of airport terminal | 4.59 | 4.53 | 0.06 | 4.69 | 4.91 | -0.22 | 4.64 | 4.65 | -0.01 | 4.67 | 4.63 | 0.04 |
| 30 | Ambience of the airport | 4.56 | 4.50 | 0.06 | 4.61 | 4.78 | -0.17 | 4.59 | 4.56 | 0.03 | 4.78 | 4.74 | 0.04 |
| 31 | Passport/ID inspection | 4.30 | 4.29 | 0.01 | - | - | - | 4.49 | 4.57 | -0.08 | 4.66 | 4.73 | -0.07 |
| 32 | Speed of baggage delivery | 4.33 | 4.32 | 0.01 | 4.53 | 4.74 | -0.21 | 4.33 | 4.43 | -0.10 | 4.55 | 4.60 | -0.05 |
| 33 | Customs inspection | 4.34 | 4.39 | -0.05 | - | - | - | 4.26 | 4.41 | -0.15 | 4.62 | 4.54 | 0.08 |
| | Overall Satisfaction | 4.54 | 4.53 | 0.01 | 4.75 | 4.78 | -0.03 | 4.56 | 4.46 | 0.10 | 4.77 | 4.76 | 0.01 |
| | World Average | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 |

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2018 OVER QUARTER - IV (OCTOBER-DECEMBER) 2017

ANNEXURE-I

| S.No. | ITEM | LUCKNOW | | | MANGALORE | | | PATNA | | | PUNE | | |
|-------|--|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|
| | | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 |
| 1 | Ground transportation to/from airport | 4.70 | 4.88 | -0.18 | 4.54 | 4.56 | -0.02 | 3.79 | 4.39 | -0.60 | 4.73 | 4.72 | 0.01 |
| 2 | Parking facilities | 4.65 | 4.75 | -0.10 | 4.45 | 4.33 | 0.12 | 3.95 | 4.23 | -0.28 | 4.60 | 4.68 | -0.08 |
| 3 | Value for money of parking facilities | 4.73 | 4.73 | 0.00 | 4.33 | 4.46 | -0.13 | 3.91 | 4.09 | -0.18 | 4.36 | 4.27 | 0.09 |
| 4 | Availability of baggage carts/trolleys | 4.77 | 4.69 | 0.08 | 4.44 | 4.43 | 0.01 | 4.31 | 4.56 | -0.25 | 4.54 | 4.60 | -0.06 |
| 5 | Waiting time in check-in queue/line | 4.71 | 4.58 | 0.13 | 4.41 | 4.36 | 0.05 | 4.00 | 4.40 | -0.40 | 4.66 | 4.58 | 0.08 |
| 6 | Efficiency of check-in staff | 4.72 | 4.71 | 0.01 | 4.43 | 4.39 | 0.04 | 4.10 | 4.22 | -0.12 | 4.43 | 4.50 | -0.07 |
| 7 | Courtesy and helpfulness of check-in staff | 4.78 | 4.79 | -0.01 | 4.43 | 4.38 | 0.05 | 4.17 | 4.15 | 0.02 | 4.56 | 4.67 | -0.11 |
| 8 | Waiting time at passport/personal ID inspection | 4.67 | 4.68 | -0.01 | 4.44 | 4.48 | -0.04 | 3.94 | 4.42 | -0.48 | 4.78 | 4.73 | 0.05 |
| 9 | Courtesy and helpfulness of inspection staff | 4.63 | 4.74 | -0.11 | 4.38 | 4.38 | 0.00 | 4.12 | 4.07 | 0.05 | 4.38 | 4.50 | -0.12 |
| 10 | Courtesy and helpfulness of security staff | 4.74 | 4.75 | -0.01 | 4.42 | 4.40 | 0.02 | 4.14 | 4.43 | -0.29 | 4.72 | 4.69 | 0.03 |
| 11 | Thoroughness of security inspection | 4.77 | 4.80 | -0.03 | 4.42 | 4.39 | 0.03 | 4.45 | 4.24 | 0.21 | 4.45 | 4.47 | -0.02 |
| 12 | Waiting time at security inspection | 4.70 | 4.64 | 0.06 | 4.38 | 4.30 | 0.08 | 4.47 | 4.31 | 0.16 | 4.57 | 4.59 | -0.02 |
| 13 | Feeling of being safe and secure | 4.78 | 4.67 | 0.11 | 4.47 | 4.37 | 0.10 | 4.69 | 4.35 | 0.34 | 4.65 | 4.70 | -0.05 |
| 14 | Ease of finding your way through airport | 4.73 | 4.67 | 0.06 | 4.36 | 4.44 | -0.08 | 4.47 | 4.55 | -0.08 | 4.69 | 4.63 | 0.06 |
| 15 | Flight information screens | 4.76 | 4.73 | 0.03 | 4.38 | 4.37 | 0.01 | 4.63 | 4.48 | 0.15 | 4.45 | 4.37 | 0.08 |
| 16 | Walking distance inside the terminal | 4.73 | 4.72 | 0.01 | 4.38 | 4.38 | 0.00 | 4.50 | 4.40 | 0.10 | 4.56 | 4.58 | -0.02 |
| 17 | Ease of making connections with other flights | 4.00 | 4.67 | -0.67 | - | - | - | 4.67 | 4.42 | 0.25 | 4.79 | 4.94 | -0.15 |
| 18 | Courtesy and helpfulness of airport staff | 4.73 | 4.78 | -0.05 | 4.37 | 4.32 | 0.05 | 3.90 | 4.35 | -0.45 | 4.77 | 4.73 | 0.04 |
| 19 | Restaurant/Eating facilities | 4.82 | 4.73 | 0.09 | 4.31 | 4.28 | 0.03 | 4.10 | 4.55 | -0.45 | 4.46 | 4.33 | 0.13 |
| 20 | Value for money of restaurant/eating facilities | 4.66 | 4.73 | -0.07 | 4.37 | 4.37 | 0.00 | 3.89 | 4.23 | -0.34 | 4.41 | 4.43 | -0.02 |
| 21 | Availability of bank/ATM facilities/money changers | 4.84 | 4.86 | -0.02 | 4.64 | 4.72 | -0.08 | 3.53 | 4.34 | -0.81 | 4.81 | 4.66 | 0.15 |
| 22 | Shopping facilities | 4.78 | 4.76 | 0.02 | 4.54 | 4.46 | 0.08 | 3.80 | 4.18 | -0.38 | 4.62 | 4.73 | -0.11 |
| 23 | Value for money of shopping facilities | 4.67 | 4.66 | 0.01 | 4.49 | 4.41 | 0.08 | 3.76 | 3.69 | 0.07 | 4.24 | 4.23 | 0.01 |
| 24 | Internet access/Wi-Fi | 4.72 | 4.69 | 0.03 | - | - | - | 3.96 | 4.51 | -0.55 | 4.59 | 4.60 | -0.01 |
| 25 | Business/Executive lounges | - | - | - | - | - | - | 3.52 | 3.99 | -0.47 | 4.62 | 4.73 | -0.11 |
| 26 | Availability of washrooms/toilets | 4.88 | 4.86 | 0.02 | 4.55 | 4.39 | 0.16 | 4.27 | 4.53 | -0.26 | 4.70 | 4.79 | -0.09 |
| 27 | Cleanliness of washrooms/toilets | 4.90 | 4.81 | 0.09 | 4.52 | 4.39 | 0.13 | 4.76 | 4.63 | 0.13 | 4.61 | 4.61 | 0.00 |
| 28 | Comfort of waiting/gate areas | 4.85 | 4.79 | 0.06 | 4.43 | 4.44 | -0.01 | 4.75 | 4.41 | 0.34 | 4.64 | 4.68 | -0.04 |
| 29 | Cleanliness of airport terminal | 4.91 | 4.83 | 0.08 | 4.65 | 4.60 | 0.05 | 4.77 | 4.79 | -0.02 | 4.73 | 4.78 | -0.05 |
| 30 | Ambience of the airport | 4.87 | 4.80 | 0.07 | 4.64 | 4.58 | 0.06 | 4.57 | 4.43 | 0.14 | 4.68 | 4.77 | -0.09 |
| 31 | Passport/ID inspection | 4.77 | 4.68 | 0.09 | 4.69 | 4.71 | -0.02 | - | - | - | 4.71 | 4.66 | 0.05 |
| 32 | Speed of baggage delivery | 4.68 | 4.64 | 0.04 | 4.62 | 4.67 | -0.05 | 3.90 | 4.40 | -0.50 | 4.48 | 4.50 | -0.02 |
| 33 | Customs inspection | 4.67 | 4.84 | -0.17 | 4.66 | 4.75 | -0.09 | - | - | - | 4.38 | 4.45 | -0.07 |
| | Overall Satisfaction | 4.82 | 4.83 | -0.01 | 4.85 | 4.77 | 0.08 | 4.51 | 4.55 | -0.04 | 4.80 | 4.80 | 0.00 |
| | World Average | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 |

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - I (JANUARY-MARCH) 2018 OVER QUARTER - IV (OCTOBER-DECEMBER) 2017

ANNEXURE-I

| S.No. | ITEM | SRINAGAR | | | TRIVANDRUM | | | VARANASI | | | VIZAG | | |
|-------|--|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|-------------------|-------------------|---|
| | | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 | Q1 (Jan-Mar) 2018 | Q4 (Oct-Dec) 2017 | Difference of rating Q1 2018 over Q4 2017 |
| 1 | Ground transportation to/from airport | 4.61 | 4.82 | -0.21 | 4.64 | 4.60 | 0.04 | 4.65 | - | - | 4.20 | 4.12 | 0.08 |
| 2 | Parking facilities | 4.38 | 4.36 | 0.02 | 4.32 | 4.43 | -0.11 | 4.65 | - | - | 3.82 | 4.14 | -0.32 |
| 3 | Value for money of parking facilities | 4.25 | 4.42 | -0.17 | 4.27 | 4.46 | -0.19 | 4.70 | - | - | 3.39 | 4.10 | -0.71 |
| 4 | Availability of baggage carts/trolleys | 4.25 | 4.74 | -0.49 | 4.41 | 4.45 | -0.04 | 4.45 | - | - | 4.23 | 4.14 | 0.09 |
| 5 | Waiting time in check-in queue/line | 4.46 | 4.74 | -0.28 | 4.41 | 4.36 | 0.05 | 4.44 | - | - | 4.16 | 4.12 | 0.04 |
| 6 | Efficiency of check-in staff | 4.30 | 4.67 | -0.37 | 4.49 | 4.51 | -0.02 | 4.57 | - | - | 4.29 | 4.21 | 0.08 |
| 7 | Courtesy and helpfulness of check-in staff | 4.24 | 4.73 | -0.49 | 4.43 | 4.46 | -0.03 | 4.59 | - | - | 4.40 | 4.27 | 0.13 |
| 8 | Waiting time at passport/personal ID inspection | 4.30 | 4.73 | -0.43 | 4.51 | 4.44 | 0.07 | 4.61 | - | - | 4.23 | 4.17 | 0.06 |
| 9 | Courtesy and helpfulness of inspection staff | 4.27 | 4.73 | -0.46 | 4.43 | 4.45 | -0.02 | 4.61 | - | - | 4.29 | 4.23 | 0.06 |
| 10 | Courtesy and helpfulness of security staff | 4.32 | 4.75 | -0.43 | 4.59 | 4.41 | 0.18 | 4.62 | - | - | 4.26 | 4.23 | 0.03 |
| 11 | Thoroughness of security inspection | 4.29 | 4.70 | -0.41 | 4.39 | 4.45 | -0.06 | 4.59 | - | - | 4.23 | 4.26 | -0.03 |
| 12 | Waiting time at security inspection | 4.26 | 4.67 | -0.41 | 4.35 | 4.35 | 0.00 | 4.59 | - | - | 4.04 | 4.21 | -0.17 |
| 13 | Feeling of being safe and secure | 4.17 | 4.72 | -0.55 | 4.47 | 4.50 | -0.03 | 4.59 | - | - | 4.33 | 4.31 | 0.02 |
| 14 | Ease of finding your way through airport | 4.38 | 4.80 | -0.42 | 4.57 | 4.40 | 0.17 | 4.61 | - | - | 4.40 | 4.39 | 0.01 |
| 15 | Flight information screens | 4.22 | 4.72 | -0.50 | 4.46 | 4.45 | 0.01 | 4.56 | - | - | 4.24 | 4.29 | -0.05 |
| 16 | Walking distance inside the terminal | 4.28 | 4.68 | -0.40 | 4.39 | 4.27 | 0.12 | 4.66 | - | - | 4.38 | 4.36 | 0.02 |
| 17 | Ease of making connections with other flights | 4.41 | 4.65 | -0.24 | 4.41 | 4.21 | 0.20 | 4.38 | - | - | 4.21 | 4.25 | -0.04 |
| 18 | Courtesy and helpfulness of airport staff | 4.43 | 4.86 | -0.43 | 4.65 | 4.47 | 0.18 | 4.65 | - | - | 4.42 | 4.35 | 0.07 |
| 19 | Restaurant/Eating facilities | 4.17 | 4.73 | -0.56 | 4.32 | 4.22 | 0.10 | 4.38 | - | - | 3.40 | 3.42 | -0.02 |
| 20 | Value for money of restaurant/eating facilities | 4.06 | 4.65 | -0.59 | 4.32 | 4.16 | 0.16 | 4.37 | - | - | 3.39 | 3.36 | 0.03 |
| 21 | Availability of bank/ATM facilities/money changers | 4.71 | 4.84 | -0.13 | 4.69 | 4.62 | 0.07 | 4.68 | - | - | 3.70 | 4.11 | -0.41 |
| 22 | Shopping facilities | 4.47 | 4.68 | -0.21 | 4.40 | 4.34 | 0.06 | 4.46 | - | - | 3.23 | 3.40 | -0.17 |
| 23 | Value for money of shopping facilities | 4.23 | 4.56 | -0.33 | 4.32 | 4.23 | 0.09 | 4.49 | - | - | 3.23 | 3.37 | -0.14 |
| 24 | Internet access/Wi-Fi | 3.82 | 4.30 | -0.48 | 4.35 | 4.46 | -0.11 | 2.95 | - | - | 3.15 | 3.30 | -0.15 |
| 25 | Business/Executive lounges | - | - | - | 4.44 | 4.45 | -0.01 | 4.30 | - | - | - | - | - |
| 26 | Availability of washrooms/toilets | 4.46 | 4.72 | -0.26 | 4.54 | 4.47 | 0.07 | 4.63 | - | - | 4.11 | 4.13 | -0.02 |
| 27 | Cleanliness of washrooms/toilets | 4.42 | 4.77 | -0.35 | 4.51 | 4.50 | 0.01 | 4.62 | - | - | 3.84 | 4.00 | -0.16 |
| 28 | Comfort of waiting/gate areas | 4.39 | 4.75 | -0.36 | 4.49 | 4.43 | 0.06 | 4.51 | - | - | 4.04 | 4.06 | -0.02 |
| 29 | Cleanliness of airport terminal | 4.58 | 4.82 | -0.24 | 4.73 | 4.66 | 0.07 | 4.66 | - | - | 4.16 | 4.12 | 0.04 |
| 30 | Ambience of the airport | 4.43 | 4.77 | -0.34 | 4.56 | 4.65 | -0.09 | 4.60 | - | - | 4.04 | 3.91 | 0.13 |
| 31 | Passport/ID inspection | - | - | - | 4.78 | 4.65 | 0.13 | 4.72 | - | - | 4.16 | 4.02 | 0.14 |
| 32 | Speed of baggage delivery | 4.26 | 4.28 | -0.02 | 4.53 | 4.52 | 0.01 | 4.62 | - | - | 4.09 | 3.94 | 0.15 |
| 33 | Customs inspection | - | - | - | 4.59 | 4.52 | 0.07 | 4.60 | - | - | 4.03 | 3.82 | 0.21 |
| | Overall Satisfaction | 4.54 | 4.77 | -0.23 | 4.75 | 4.84 | -0.09 | 4.55 | - | - | 4.15 | 4.17 | -0.02 |
| | World Average | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | 0.01 | 4.21 | 4.20 | | 4.21 | 4.20 | 0.01 |