

ANNEXURE-I

**BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - IV (OCTOBER-DECEMBER) 2017 OVER QUARTER - III (JULY-SEPTEMBER) 2017**

S.No.	ITEM	AHMEDABAD			BHUBANESHWAR			CALICUT			CHENNAI		
		Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017
1	Ground transportation to/from airport	4.88	4.79	0.09	4.23	4.57	-0.34	4.21	4.46	-0.25	4.16	3.98	0.18
2	Parking facilities	4.66	4.57	0.09	3.14	4.39	-1.25	4.30	4.09	0.21	3.16	3.51	-0.35
3	Value for money of parking facilities	4.48	4.12	0.36	3.15	4.31	-1.16	4.30	4.07	0.23	3.10	3.31	-0.21
4	Availability of baggage carts/trolleys	4.72	4.49	0.23	4.01	4.62	-0.61	4.26	4.22	0.04	3.81	3.72	0.09
5	Waiting time in check-in queue/line	4.68	4.74	-0.06	4.68	4.52	0.16	4.19	4.43	-0.24	4.49	4.46	0.03
6	Efficiency of check-in staff	4.53	4.67	-0.14	4.55	4.60	-0.05	4.33	4.36	-0.03	4.48	4.47	0.01
7	Courtesy and helpfulness of check-in staff	4.61	4.69	-0.08	4.69	4.64	0.05	4.28	4.26	0.02	4.50	4.54	-0.04
8	Waiting time at passport/personal ID inspection	4.72	4.74	-0.02	4.68	4.60	0.08	4.25	4.45	-0.20	4.48	4.49	-0.01
9	Courtesy and helpfulness of inspection staff	4.69	4.65	0.04	4.67	4.67	0.00	4.27	4.20	0.07	4.46	4.54	-0.08
10	Courtesy and helpfulness of security staff	4.75	4.77	-0.02	4.73	4.61	0.12	4.45	4.60	-0.15	4.52	4.55	-0.03
11	Thoroughness of security inspection	4.58	4.69	-0.11	4.63	4.61	0.02	4.28	4.23	0.05	4.48	4.52	-0.04
12	Waiting time at security inspection	4.66	4.63	0.03	4.61	4.60	0.01	4.19	4.10	0.09	4.42	4.47	-0.05
13	Feeling of being safe and secure	4.69	4.71	-0.02	4.68	4.65	0.03	4.33	4.27	0.06	4.53	4.58	-0.05
14	Ease of finding your way through airport	4.80	4.74	0.06	4.63	4.62	0.01	4.32	4.50	-0.18	4.52	4.53	-0.01
15	Flight information screens	4.68	4.65	0.03	4.54	4.56	-0.02	4.33	4.44	-0.11	4.37	4.43	-0.06
16	Walking distance inside the terminal	4.63	4.59	0.04	4.58	4.64	-0.06	4.25	4.17	0.08	4.48	4.48	0.00
17	Ease of making connections with other flights	4.43	4.88	-0.45	4.50	4.65	-0.15	3.33	3.50	-0.17	4.35	4.29	0.06
18	Courtesy and helpfulness of airport staff	4.63	4.75	-0.12	4.61	4.66	-0.05	4.49	4.56	-0.07	4.59	4.54	0.05
19	Restaurant/Eating facilities	4.73	4.29	0.44	4.01	4.21	-0.20	3.85	4.06	-0.21	4.65	4.60	0.05
20	Value for money of restaurant/eating facilities	4.44	4.20	0.24	3.96	4.13	-0.17	3.60	4.07	-0.47	4.59	4.56	0.03
21	Availability of bank/ATM facilities/money changers	4.58	4.73	-0.15	4.25	4.52	-0.27	4.17	4.52	-0.35	4.06	4.12	-0.06
22	Shopping facilities	4.45	4.57	-0.12	3.72	4.10	-0.38	3.81	4.13	-0.32	3.74	3.77	-0.03
23	Value for money of shopping facilities	4.39	4.44	-0.05	3.71	4.09	-0.38	3.79	4.09	-0.30	3.66	3.74	-0.08
24	Internet access/Wi-Fi	4.69	4.67	0.02	3.95	4.30	-0.35	-	3.86	-	3.65	3.52	0.13
25	Business/Executive lounges	-	4.55	-	4.48	4.34	0.14	-	4.44	-	4.69	4.67	0.02
26	Availability of washrooms/toilets	4.84	4.84	0.00	4.68	4.65	0.03	4.48	4.38	0.10	4.46	4.65	-0.19
27	Cleanliness of washrooms/toilets	4.83	4.85	-0.02	4.79	4.64	0.15	4.43	4.37	0.06	4.27	4.43	-0.16
28	Comfort of waiting/gate areas	4.79	4.83	-0.04	4.55	4.63	-0.08	4.18	4.26	-0.08	4.50	4.64	-0.14
29	Cleanliness of airport terminal	4.86	4.83	0.03	4.84	4.74	0.10	4.50	4.49	0.01	4.35	4.50	-0.15
30	Ambience of the airport	4.79	4.82	-0.03	4.61	4.64	-0.03	4.20	4.14	0.06	4.60	4.68	-0.08
31	Passport/ID inspection	4.73	4.84	-0.11	4.64	4.74	-0.10	4.39	4.44	-0.05	4.63	4.35	0.28
32	Speed of baggage delivery	4.58	4.71	-0.13	4.35	4.60	-0.25	4.31	4.04	0.27	4.52	4.25	0.27
33	Customs inspection	4.40	4.49	-0.09	4.32	4.50	-0.18	4.27	3.99	0.28	4.38	4.16	0.22
	Overall Satisfaction	4.80	4.76	0.04	4.64	4.63	0.01	4.49	4.41	0.08	4.61	4.61	0.00
	World Average	4.19	4.19	0.00	4.19	4.19	0.00	4.19	4.19	0.00	4.19	4.19	0.00

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**BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - IV (OCTOBER-DECEMBER) 2017 OVER QUARTER - III (JULY-SEPTEMBER) 2017**

S.No.	ITEM	COIMBATORE			GOA			GUWAHATI			INDORE		
		Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017
1	Ground transportation to/from airport	4.14	4.39	-0.25	4.71	4.45	0.26	4.57	4.52	0.05	4.79	4.62	0.17
2	Parking facilities	4.13	4.13	0.00	4.42	4.35	0.07	4.18	4.40	-0.22	4.48	4.11	0.37
3	Value for money of parking facilities	3.87	4.18	-0.31	4.20	4.34	-0.14	4.34	4.49	-0.15	4.44	4.18	0.26
4	Availability of baggage carts/trolleys	4.02	4.31	-0.29	4.63	4.54	0.09	4.52	4.48	0.04	4.69	4.53	0.16
5	Waiting time in check-in queue/line	4.20	4.38	-0.18	4.76	4.53	0.23	4.43	4.50	-0.07	4.78	4.69	0.09
6	Efficiency of check-in staff	4.07	4.31	-0.24	4.54	4.50	0.04	4.27	4.42	-0.15	4.71	4.64	0.07
7	Courtesy and helpfulness of check-in staff	4.01	4.32	-0.31	4.64	4.54	0.10	4.44	4.48	-0.04	4.74	4.64	0.10
8	Waiting time at passport/personal ID inspection	4.15	4.37	-0.22	4.73	4.59	0.14	4.28	4.41	-0.13	4.73	4.48	0.25
9	Courtesy and helpfulness of inspection staff	4.05	4.38	-0.33	4.49	4.57	-0.08	4.20	4.38	-0.18	4.68	4.59	0.09
10	Courtesy and helpfulness of security staff	4.35	4.39	-0.04	4.76	4.63	0.13	4.57	4.56	0.01	4.81	4.71	0.10
11	Thoroughness of security inspection	4.06	4.36	-0.30	4.56	4.62	-0.06	4.32	4.47	-0.15	4.69	4.62	0.07
12	Waiting time at security inspection	4.07	4.31	-0.24	4.60	4.62	-0.02	4.49	4.54	-0.05	4.64	4.52	0.12
13	Feeling of being safe and secure	4.13	4.35	-0.22	4.70	4.60	0.10	4.52	4.56	-0.04	4.76	4.55	0.21
14	Ease of finding your way through airport	4.20	4.41	-0.21	4.74	4.57	0.17	4.43	4.42	0.01	4.82	4.71	0.11
15	Flight information screens	4.13	4.29	-0.16	4.40	4.55	-0.15	4.25	4.36	-0.11	4.65	4.61	0.04
16	Walking distance inside the terminal	3.97	4.29	-0.32	4.61	4.55	0.06	4.48	4.46	0.02	4.60	4.56	0.04
17	Ease of making connections with other flights	3.93	4.00	-0.07	4.93	4	0.93	4.67	-	-	4.90	4.59	0.31
18	Courtesy and helpfulness of airport staff	4.27	4.39	-0.12	4.73	4.63	0.10	4.51	4.45	0.06	4.81	4.66	0.15
19	Restaurant/Eating facilities	3.71	4.00	-0.29	4.56	4.25	0.31	4.25	4.26	-0.01	4.49	4.35	0.14
20	Value for money of restaurant/eating facilities	3.56	4.02	-0.46	4.48	4.18	0.30	4.52	4.43	0.09	4.46	4.28	0.18
21	Availability of bank/ATM facilities/money changers	3.94	4.39	-0.45	4.69	4.59	0.10	4.37	4.44	-0.07	4.76	4.43	0.33
22	Shopping facilities	3.65	4.04	-0.39	4.63	4.35	0.28	4.03	4.26	-0.23	4.52	4.21	0.31
23	Value for money of shopping facilities	3.51	4.06	-0.55	4.29	4.29	0.00	4.03	4.22	-0.19	4.44	4.15	0.29
24	Internet access/Wi-Fi	3.28	4.14	-0.86	4.60	4.42	0.18	4.09	4.19	-0.10	4.60	4.17	0.43
25	Business/Executive lounges	-	4.35	-	-	4.36	-	4.46	4.33	0.13	-	4.54	-
26	Availability of washrooms/toilets	4.14	4.50	-0.36	4.79	4.59	0.20	4.45	4.47	-0.02	4.80	4.72	0.08
27	Cleanliness of washrooms/toilets	4.07	4.43	-0.36	4.61	4.55	0.06	4.43	4.47	-0.04	4.79	4.68	0.11
28	Comfort of waiting/gate areas	3.93	4.34	-0.41	4.69	4.51	0.18	4.51	4.48	0.03	4.73	4.56	0.17
29	Cleanliness of airport terminal	4.36	4.51	-0.15	4.76	4.67	0.09	4.53	4.48	0.05	4.91	4.79	0.12
30	Ambience of the airport	4.12	4.30	-0.18	4.75	4.57	0.18	4.50	4.49	0.01	4.78	4.58	0.20
31	Passport/ID inspection	4.48	4.18	0.30	4.69	4.69	0.00	4.29	4.31	-0.02	-	4.71	-
32	Speed of baggage delivery	4.25	3.91	0.34	4.38	4.46	-0.08	4.32	4.33	-0.01	4.74	4.70	0.04
33	Customs inspection	4.15	4.11	0.04	4.25	4.44	-0.19	4.39	4.36	0.03	-	4.55	-
	Overall Satisfaction	4.53	4.54	-0.01	4.74	4.69	0.05	4.53	4.50	0.03	4.78	4.72	0.06
	World Average	4.19	4.19	0.00	4.19	4.19	0.00	4.19	4.19	0.00	4.19	4.19	0.00

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**BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - IV (OCTOBER-DECEMBER) 2017 OVER QUARTER - III (JULY-SEPTEMBER) 2017**

S.No.	ITEM	JAIPUR			KOLKATA			LUCKNOW			MANGALORE		
		Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017
1	Ground transportation to/from airport	4.55	4.48	0.07	4.33	4.72	-0.39	4.88	4.88	0.00	4.56	4.66	-0.10
2	Parking facilities	4.53	4.52	0.01	3.76	4.75	-0.99	4.75	4.91	-0.16	4.33	4.51	-0.18
3	Value for money of parking facilities	4.37	4.56	-0.19	3.72	4.76	-1.04	4.73	4.91	-0.18	4.46	4.46	0.00
4	Availability of baggage carts/trolleys	4.33	4.37	-0.04	3.74	3.64	0.10	4.69	4.72	-0.03	4.43	4.63	-0.20
5	Waiting time in check-in queue/line	4.46	4.13	0.33	4.63	4.61	0.02	4.58	4.74	-0.16	4.36	4.71	-0.35
6	Efficiency of check-in staff	4.38	4.17	0.21	4.60	4.66	-0.06	4.71	4.72	-0.01	4.39	4.43	-0.04
7	Courtesy and helpfulness of check-in staff	4.38	4.26	0.12	4.65	4.63	0.02	4.79	4.74	0.05	4.38	4.62	-0.24
8	Waiting time at passport/personal ID inspection	4.44	4.30	0.14	4.70	4.67	0.03	4.68	4.75	-0.07	4.48	4.72	-0.24
9	Courtesy and helpfulness of inspection staff	4.39	4.35	0.04	4.67	4.64	0.03	4.74	4.74	0.00	4.38	4.43	-0.05
10	Courtesy and helpfulness of security staff	4.46	4.36	0.10	4.73	4.69	0.04	4.75	4.78	-0.03	4.40	4.74	-0.34
11	Thoroughness of security inspection	4.47	4.36	0.11	4.60	4.64	-0.04	4.80	4.76	0.04	4.39	4.51	-0.12
12	Waiting time at security inspection	4.44	4.35	0.09	4.59	4.58	0.01	4.64	4.72	-0.08	4.30	4.56	-0.26
13	Feeling of being safe and secure	4.38	4.34	0.04	4.71	4.69	0.02	4.67	4.76	-0.09	4.37	4.68	-0.31
14	Ease of finding your way through airport	4.39	4.30	0.09	4.65	4.65	0.00	4.67	4.71	-0.04	4.44	4.67	-0.23
15	Flight information screens	4.42	4.32	0.10	4.51	4.52	-0.01	4.73	4.70	0.03	4.37	4.53	-0.16
16	Walking distance inside the terminal	4.35	4.34	0.01	4.63	4.61	0.02	4.72	4.76	-0.04	4.38	4.66	-0.28
17	Ease of making connections with other flights	4.31	4.71	-0.40	4.44	4.44	0.00	4.67	-	-	-	-	-
18	Courtesy and helpfulness of airport staff	4.44	4.31	0.13	4.67	4.72	-0.05	4.78	4.81	-0.03	4.32	4.68	-0.36
19	Restaurant/Eating facilities	4.47	4.43	0.04	4.67	4.65	0.02	4.73	4.64	0.09	4.28	4.41	-0.13
20	Value for money of restaurant/eating facilities	4.33	4.51	-0.18	4.55	4.57	-0.02	4.73	4.59	0.14	4.37	4.41	-0.04
21	Availability of bank/ATM facilities/money changers	4.57	4.31	0.26	4.10	4.30	-0.20	4.86	4.88	-0.02	4.72	4.56	0.16
22	Shopping facilities	4.48	4.28	0.20	3.95	4.12	-0.17	4.76	4.81	-0.05	4.46	4.40	0.06
23	Value for money of shopping facilities	4.44	4.34	0.10	3.96	4.08	-0.12	4.66	4.66	0.00	4.41	4.39	0.02
24	Internet access/Wi-Fi	4.31	4.40	-0.09	4.27	4.42	-0.15	4.69	4.76	-0.07	-	3.50	-
25	Business/Executive lounges	-	4.39	-	4.68	4.73	-0.05	-	4.74	-	-	3.50	-
26	Availability of washrooms/toilets	4.48	4.39	0.09	4.70	4.72	-0.02	4.86	4.79	0.07	4.39	4.68	-0.29
27	Cleanliness of washrooms/toilets	4.57	4.39	0.18	4.63	4.61	0.02	4.81	4.77	0.04	4.39	4.64	-0.25
28	Comfort of waiting/gate areas	4.42	4.44	-0.02	4.44	4.61	-0.17	4.79	4.79	0.00	4.44	4.64	-0.20
29	Cleanliness of airport terminal	4.65	4.44	0.21	4.63	4.66	-0.03	4.83	4.86	-0.03	4.60	4.77	-0.17
30	Ambience of the airport	4.56	4.52	0.04	4.74	4.76	-0.02	4.80	4.85	-0.05	4.58	4.70	-0.12
31	Passport/ID inspection	4.57	4.44	0.13	4.73	4.69	0.04	4.68	4.91	-0.23	4.71	4.63	0.08
32	Speed of baggage delivery	4.43	4.57	-0.14	4.60	4.59	0.01	4.64	4.75	-0.11	4.67	4.43	0.24
33	Customs inspection	4.41	4.63	-0.22	4.54	4.65	-0.11	4.84	4.75	0.09	4.75	4.60	0.15
	Overall Satisfaction	4.46	4.59	-0.13	4.76	4.76	0.00	4.83	4.79	0.04	4.77	4.76	0.01
	World Average	4.19	4.19	0.00	4.19	4.19	0.00	4.19	4.19	0.00	4.19	4.19	0.00

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S.No.	ITEM	PATNA			PUNE			SRINAGAR			TRIVANDRUM		
		Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017	Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017
1	Ground transportation to/from airport	4.39	4.58	-0.19	4.72	4.92	-0.20	4.82	4.65	0.17	4.60	4.66	-0.06
2	Parking facilities	4.23	4.35	-0.12	4.68	4.77	-0.09	4.36	4.72	-0.36	4.43	4.42	0.01
3	Value for money of parking facilities	4.09	4.08	0.01	4.27	4.66	-0.39	4.42	4.57	-0.15	4.46	4.24	0.22
4	Availability of baggage carts/trolleys	4.56	4.52	0.04	4.60	4.68	-0.08	4.74	4.77	-0.03	4.45	4.44	0.01
5	Waiting time in check-in queue/line	4.40	4.50	-0.10	4.58	4.82	-0.24	4.74	4.65	0.09	4.36	4.58	-0.22
6	Efficiency of check-in staff	4.22	4.49	-0.27	4.50	4.68	-0.18	4.67	4.65	0.02	4.51	4.51	0.00
7	Courtesy and helpfulness of check-in staff	4.15	4.50	-0.35	4.67	4.74	-0.07	4.73	4.69	0.04	4.46	4.51	-0.05
8	Waiting time at passport/personal ID inspection	4.42	4.54	-0.12	4.73	4.79	-0.06	4.73	4.70	0.03	4.44	4.55	-0.11
9	Courtesy and helpfulness of inspection staff	4.07	4.45	-0.38	4.50	4.71	-0.21	4.73	4.68	0.05	4.45	4.39	0.06
10	Courtesy and helpfulness of security staff	4.43	4.59	-0.16	4.69	4.79	-0.10	4.75	4.72	0.03	4.41	4.69	-0.28
11	Thoroughness of security inspection	4.24	4.40	-0.16	4.47	4.75	-0.28	4.70	4.71	-0.01	4.45	4.37	0.08
12	Waiting time at security inspection	4.31	4.34	-0.03	4.59	4.71	-0.12	4.67	4.68	-0.01	4.35	4.40	-0.05
13	Feeling of being safe and secure	4.35	4.59	-0.24	4.70	4.74	-0.04	4.72	4.74	-0.02	4.50	4.47	0.03
14	Ease of finding your way through airport	4.55	4.60	-0.05	4.63	4.84	-0.21	4.80	4.74	0.06	4.40	4.59	-0.19
15	Flight information screens	4.48	4.46	0.02	4.37	4.72	-0.35	4.72	4.75	-0.03	4.45	4.47	-0.02
16	Walking distance inside the terminal	4.40	4.55	-0.15	4.58	4.74	-0.16	4.68	4.78	-0.10	4.27	4.39	-0.12
17	Ease of making connections with other flights	4.42	4.43	-0.01	4.94	4.69	0.25	4.65	5.00	-0.35	4.21	4.64	-0.43
18	Courtesy and helpfulness of airport staff	4.35	4.62	-0.27	4.73	4.86	-0.13	4.86	4.74	0.12	4.47	4.75	-0.28
19	Restaurant/Eating facilities	4.55	4.38	0.17	4.33	4.75	-0.42	4.73	4.77	-0.04	4.22	4.38	-0.16
20	Value for money of restaurant/eating facilities	4.23	4.34	-0.11	4.43	4.83	-0.40	4.65	4.77	-0.12	4.16	4.35	-0.19
21	Availability of bank/ATM facilities/money changers	4.34	4.49	-0.15	4.66	4.87	-0.21	4.84	4.72	0.12	4.62	4.57	0.05
22	Shopping facilities	4.18	4.48	-0.30	4.73	4.78	-0.05	4.68	4.64	0.04	4.34	4.41	-0.07
23	Value for money of shopping facilities	3.69	4.32	-0.63	4.23	4.75	-0.52	4.56	4.62	-0.06	4.23	4.34	-0.11
24	Internet access/Wi-Fi	4.51	4.28	0.23	4.60	4.76	-0.16	4.30	4.45	-0.15	4.46	4.39	0.07
25	Business/Executive lounges	3.99	4.48	-0.49	4.73	4.78	-0.05	-	4.63	-	4.45	4.53	-0.08
26	Availability of washrooms/toilets	4.53	4.54	-0.01	4.79	4.72	0.07	4.72	4.84	-0.12	4.47	4.52	-0.05
27	Cleanliness of washrooms/toilets	4.63	4.50	0.13	4.61	4.73	-0.12	4.77	4.84	-0.07	4.50	4.48	0.02
28	Comfort of waiting/gate areas	4.41	4.43	-0.02	4.68	4.77	-0.09	4.75	4.81	-0.06	4.43	4.48	-0.05
29	Cleanliness of airport terminal	4.79	4.66	0.13	4.78	4.86	-0.08	4.82	4.84	-0.02	4.66	4.78	-0.12
30	Ambience of the airport	4.43	4.50	-0.07	4.77	4.78	-0.01	4.77	4.80	-0.03	4.65	4.52	0.13
31	Passport/ID inspection	-	4.44	-	4.66	4.68	-0.02	-	4.33	-	4.65	4.82	-0.17
32	Speed of baggage delivery	4.40	4.49	-0.09	4.50	4.77	-0.27	4.28	4.77	-0.49	4.52	4.54	-0.02
33	Customs inspection	-	4.07	-	4.45	4.62	-0.17	-	4.24	-	4.52	4.70	-0.18
	Overall Satisfaction	4.55	4.60	-0.05	4.80	4.79	0.01	4.77	4.75	0.02	4.84	4.83	0.01
	World Average	4.19	4.19	0.00	4.19	4.19	0.00	4.19	4.19	0.00	4.19	4.19	0.00

**BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - IV (OCTOBER-DECEMBER) 2017 OVER QUARTER - III (JULY-SEPTEMBER) 2017**

S.No.	ITEM	VIZAG		
		Q4 (Oct-Dec) 2017	Q3 (July-Sept) 2017	Difference of rating Q4 2017 over Q3 2017
1	Ground transportation to/from airport	4.12	4.24	-0.12
2	Parking facilities	4.14	3.89	0.25
3	Value for money of parking facilities	4.10	3.90	0.20
4	Availability of baggage carts/trolleys	4.14	4.32	-0.18
5	Waiting time in check-in queue/line	4.12	4.22	-0.10
6	Efficiency of check-in staff	4.21	4.26	-0.05
7	Courtesy and helpfulness of check-in staff	4.27	4.33	-0.06
8	Waiting time at passport/personal ID inspection	4.17	4.32	-0.15
9	Courtesy and helpfulness of inspection staff	4.23	4.39	-0.16
10	Courtesy and helpfulness of security staff	4.23	4.35	-0.12
11	Thoroughness of security inspection	4.26	4.42	-0.16
12	Waiting time at security inspection	4.21	4.39	-0.18
13	Feeling of being safe and secure	4.31	4.47	-0.16
14	Ease of finding your way through airport	4.39	4.36	0.03
15	Flight information screens	4.29	4.23	0.06
16	Walking distance inside the terminal	4.36	4.38	-0.02
17	Ease of making connections with other flights	4.25	4.18	0.07
18	Courtesy and helpfulness of airport staff	4.35	4.47	-0.12
19	Restaurant/Eating facilities	3.42	3.37	0.05
20	Value for money of restaurant/eating facilities	3.36	3.26	0.10
21	Availability of bank/ATM facilities/money changers	4.11	4.26	-0.15
22	Shopping facilities	3.40	3.55	-0.15
23	Value for money of shopping facilities	3.37	3.60	-0.23
24	Internet access/Wi-Fi	3.30	4.14	-0.84
25	Business/Executive lounges	-	3.96	-
26	Availability of washrooms/toilets	4.13	4.15	-0.02
27	Cleanliness of washrooms/toilets	4.00	3.89	0.11
28	Comfort of waiting/gate areas	4.06	4.22	-0.16
29	Cleanliness of airport terminal	4.12	4.00	0.12
30	Ambience of the airport	3.91	4.12	-0.21
31	Passport/ID inspection	4.02	4.31	-0.29
32	Speed of baggage delivery	3.94	4.17	-0.23
33	Customs inspection	3.82	4.06	-0.24
	Overall Satisfaction	4.17	3.97	0.20
	World Average	4.19	4.19	0.00