

**Customer Satisfaction Index of 51 Airports for Round-I (January-June) 2018 vis-a-vis Round-IV (July-December) 2017**

**(on five point scale)**

Rank	Airport Name	Customer Satisfaction Index		Difference between Round-I (2018) and Round-IV (2017 )
		Round-I (January-June) 2018	Round-IV (July-December) 2017	
1	Raipur	4.88	4.88	0.00
2	Udaipur	4.83	4.79	0.04
3	Dehradun	4.80	4.77	0.03
4	Trichy	4.78	4.72	0.06
5	Jodhpur	4.76	4.73	0.03
6	Vadodara	4.76	4.61	0.15
7	Gaya	4.72	4.69	0.03
8	Madurai	4.69	4.62	0.07
9	Port Blair	4.67	4.62	0.05
10	Aurangabad	4.65	4.59	0.06
11	Bhuntar	4.63	4.58	0.05
12	Jammu	4.60	4.44	0.16
13	Khajuraho	4.60	4.55	0.05
14	Kangra	4.57	4.52	0.05
15	Surat	4.55	4.51	0.04
16	Agartala	4.50	4.49	0.01
17	Belgaum	4.50	4.45	0.05
18	Hubli	4.46	4.41	0.05
19	Jamnagar	4.46	4.41	0.05
20	Rajkot	4.45	4.35	0.10
21	Vijayawada	4.44	4.19	0.25
22	Tirupati	4.43	4.27	0.16
23	Allahabad	4.42	4.44	-0.02
24	Shillong	4.42	4.37	0.05
25	Bhuj	4.39	4.41	-0.02
26	Silchar	4.39	4.37	0.02
27	Rajhamundry	4.38	4.28	0.10
28	Tuticorin	4.33	4.29	0.04
29	Bhopal	4.31	4.19	0.12
30	Ranchi	4.31	4.29	0.02
31	Bhavnagar	4.26	4.29	-0.03
32	Dibrugarh	4.17	4.10	0.07
33	Leh	4.17	4.19	-0.02
34	Shimla	4.15	4.04	0.11
35	Tezpur	4.12	4.07	0.05
36	Agra	4.10	4.04	0.06
37	Jorhat	4.07	4.03	0.04
38	Pant Nagar	4.05	4.00	0.05
39	Jabalpur	4.03	4.00	0.03
40	Lilabari	4.03	4.00	0.03
41	Gorakhpur	4.01	3.71	0.30
42	Imphal	3.96	3.87	0.09
43	Cuddapah	3.90	*	-
44	Dimapur	3.90	3.83	0.07
45	Porbandar	3.83	*	-
46	Gwalior	3.80	3.75	0.05
47	Bhatinda	3.76	3.71	0.05
48	Aggati	3.75	3.29	0.46
49	Bikaner	3.72	*	-
50	DIU	3.71	3.67	0.04
51	Ludhiana	3.57	*	-
<b>AVERAGE</b>		<b>4.31</b>	<b>4.30</b>	0.01

\* - CSS started wef R-I 2018.