

S. No	Parameters	Raipur - RPR			Udaipur - UDR			Dehradun - DED		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R- I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R- I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R- I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.89	4.81	0.08	4.89	4.88	0.01	4.75	4.72	0.03
2	Availability of parking facilities	4.89	4.81	0.08	4.86	4.87	-0.01	4.67	4.82	-0.15
3	Parking facilities value for money	4.84	4.77	0.07	4.75	4.65	0.10	4.63	4.65	-0.02
4	Availability of baggage carts / trolleys	4.83	4.86	-0.03	4.89	4.86	0.03	4.65	4.71	-0.06
5	Waiting time in check-in queue / line	4.86	4.80	0.06	4.90	4.89	0.01	4.71	4.73	-0.02
6	Efficiency of check-in staff	4.87	4.83	0.04	4.79	4.70	0.09	4.67	4.65	0.02
7	Courtesy, helpfulness of check-in staff	4.91	4.84	0.07	4.88	4.83	0.05	4.62	4.69	-0.07
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.81	4.83	-0.02	4.87	4.94	-0.07	4.78	4.74	0.04
11	Thoroughness of Security inspection	4.80	4.86	-0.06	4.80	4.75	0.05	4.64	4.68	-0.04
12	Waiting time at Security inspection	4.79	4.82	-0.03	4.77	4.71	0.06	4.52	4.69	-0.17
13	Feeling of being safe and secure	4.81	4.83	-0.02	4.83	4.78	0.05	4.62	4.66	-0.04
14	Ease of finding your way through airport	4.87	4.84	0.03	4.92	4.91	0.01	4.77	4.80	-0.03
15	Flight information screens	4.85	4.78	0.07	4.78	4.73	0.05	4.67	4.62	0.05
16	Walking distance inside the terminal	4.76	4.81	-0.05	4.83	4.75	0.08	4.63	4.73	-0.11
17	Ease of making connections with other flights	4.85	4.84	0.01	4.70	4.89	-0.19	4.67	4.76	-0.09
18	Courtesy, helpfulness of airport staff	4.78	4.86	-0.08	4.88	4.93	-0.05	4.80	4.89	-0.09
19	Restaurant / Eating facilities	4.74	4.77	-0.03	4.80	4.66	0.14	4.57	4.60	-0.03
20	Restaurant facilities value for money	4.73	4.74	-0.01	4.79	4.55	0.24	4.52	4.56	-0.04
21	Availability of bank / ATM facilities / money changers	4.78	4.67	0.11	4.89	4.90	-0.01	4.77	4.72	0.05
22	Shopping facilities	4.72	4.60	0.12	4.74	4.86	-0.12	4.56	4.50	0.06
23	Shopping facilities value for money	4.74	4.62	0.12	4.78	4.83	-0.05	4.50	4.52	-0.02
24	Internet access / Wi-fi	4.80	4.67	0.13	4.65	4.50	0.15	4.00	4.62	-0.62
25	Business / Executive lounges	4.84	4.72	0.12	4.79	4.62	0.17	4.67	4.69	-0.02
26	Availability of washrooms / toilets	4.78	4.82	-0.04	4.84	4.80	0.04	4.72	4.75	-0.03
27	Cleanliness of washrooms / toilets	4.77	4.75	0.02	4.76	4.72	0.04	4.70	4.77	-0.07
28	Comfort of waiting / gate areas	4.76	4.85	-0.09	4.82	4.73	0.09	4.66	4.69	-0.03
29	Cleanliness of airport terminal	4.86	4.92	-0.06	4.94	4.98	-0.04	4.84	4.83	0.01
30	Ambience of the airport	4.91	4.89	0.02	4.91	4.90	0.01	4.67	4.72	-0.05
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.87	4.83	0.04	4.81	4.76	0.05	4.76	4.81	-0.05
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.88	4.88	0.00	4.83	4.79	0.04	4.80	4.77	0.03

S. No	Parameters	Jodhpur - JDH			Trichy - TRZ			Gaya - GAY		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.71	4.74	-0.03	4.56	4.62	-0.06	4.63	4.61	0.02
2	Availability of parking facilities	4.60	4.76	-0.16	4.51	4.57	-0.06	4.58	4.48	0.10
3	Parking facilities value for money	4.58	4.75	-0.17	4.50	4.55	-0.05	4.36	4.43	-0.07
4	Availability of baggage carts / trolleys	4.81	4.74	0.07	4.56	4.56	0.00	4.48	4.50	-0.02
5	Waiting time in check-in queue / line	4.70	4.76	-0.06	4.61	4.54	0.07	4.40	4.51	-0.11
6	Efficiency of check-in staff	4.77	4.76	0.01	4.51	4.58	-0.07	4.31	4.40	-0.09
7	Courtesy, helpfulness of check-in staff	4.80	4.82	-0.02	4.63	4.59	0.04	4.31	4.46	-0.15
8	Waiting time at passport / personal ID inspection	-	-	-	4.54	4.58	-0.04	4.40	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	4.45	4.59	-0.14	4.39	-	-
10	Courtesy and helpfulness of Security staff	4.85	4.83	0.02	4.59	4.55	0.04	4.45	4.60	-0.15
11	Thoroughness of Security inspection	4.77	4.82	-0.05	4.57	4.60	-0.03	4.52	4.57	-0.05
12	Waiting time at Security inspection	4.77	4.72	0.05	4.64	4.56	0.08	4.51	4.46	0.05
13	Feeling of being safe and secure	4.85	4.78	0.07	4.64	4.61	0.03	4.53	4.43	0.10
14	Ease of finding your way through airport	4.74	4.79	-0.05	4.62	4.66	-0.04	4.53	4.38	0.15
15	Flight information screens	4.74	4.71	0.03	4.56	4.61	-0.05	4.65	4.37	0.28
16	Walking distance inside the terminal	4.80	4.78	0.02	4.65	4.63	0.02	4.58	4.35	0.23
17	Ease of making connections with other flights	0.00	4.75	-4.75	4.64	4.61	0.03	4.37	4.20	0.17
18	Courtesy, helpfulness of airport staff	4.83	4.79	0.04	4.63	4.49	0.14	4.32	4.37	-0.05
19	Restaurant / Eating facilities	4.41	4.71	-0.30	4.44	4.43	0.01	4.33	4.05	0.28
20	Restaurant facilities value for money	4.43	4.65	-0.22	4.45	4.41	0.04	4.17	4.10	0.07
21	Availability of bank / ATM facilities / money changers	NA	4.68	-	4.59	4.48	0.11	4.25	4.03	0.22
22	Shopping facilities	0.00	4.73	-4.73	4.39	4.44	-0.05	4.09	4.08	0.01
23	Shopping facilities value for money	0.00	4.74	-4.74	4.44	4.46	-0.02	3.95	4.13	-0.18
24	Internet access / Wi-fi	0.00	4.70	-4.70	4.34	4.39	-0.05	4.51	4.18	0.33
25	Business / Executive lounges	NA	4.77	-	4.48	4.57	-0.09	4.68	4.29	0.39
26	Availability of washrooms / toilets	4.69	4.71	-0.02	4.50	4.42	0.08	4.80	4.53	0.27
27	Cleanliness of washrooms / toilets	4.76	4.68	0.08	4.47	4.38	0.09	4.73	4.34	0.39
28	Comfort of waiting / gate areas	4.73	4.66	0.07	4.56	4.46	0.10	4.58	4.57	0.01
29	Cleanliness of airport terminal	4.79	4.66	0.13	4.45	4.47	-0.02	4.75	4.35	0.40
30	Ambience of the airport	4.76	4.61	0.15	4.41	4.49	-0.08	4.71	4.46	0.25
31	Arrivals passport and visa inspection	-	-	-	4.43	4.47	-0.04	4.41	-	-
32	Speed of baggage delivery service	4.33	4.71	-0.38	4.39	4.42	-0.03	4.50	4.35	0.15
33	Customs inspection	-	-	-	4.52	4.45	0.07	4.36	-	-
34	Overall Satisfaction	4.76	4.73	0.03	4.78	4.72	0.06	4.72	4.69	0.03

S. No	Parameters	Madurai - IXM			Port Blair - IXZ			Vadodara - BDQ		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.56	4.40	0.16	4.50	4.45	0.05	4.81	4.51	0.30
2	Availability of parking facilities	4.45	4.34	0.11	4.66	4.60	0.06	4.72	4.44	0.28
3	Parking facilities value for money	4.43	4.37	0.06	4.64	4.35	0.29	4.69	4.45	0.24
4	Availability of baggage carts / trolleys	4.56	4.46	0.10	4.69	4.60	0.09	4.68	4.42	0.26
5	Waiting time in check-in queue / line	4.61	4.53	0.08	4.38	4.55	-0.17	4.74	4.48	0.26
6	Efficiency of check-in staff	4.51	4.54	-0.03	4.34	4.45	-0.11	4.71	4.49	0.22
7	Courtesy, helpfulness of check-in staff	4.63	4.53	0.10	4.42	4.40	0.02	4.79	4.41	0.38
8	Waiting time at passport / personal ID inspection	4.54	4.49	0.05	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	4.45	4.42	0.03	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.59	4.62	-0.03	4.58	4.56	0.02	4.87	4.45	0.42
11	Thoroughness of Security inspection	4.57	4.62	-0.05	4.49	4.48	0.01	4.71	4.46	0.25
12	Waiting time at Security inspection	4.64	4.66	-0.02	4.40	4.48	-0.08	4.72	4.43	0.29
13	Feeling of being safe and secure	4.64	4.68	-0.04	4.58	4.51	0.07	4.75	4.50	0.25
14	Ease of finding your way through airport	4.62	4.59	0.03	4.54	4.50	0.04	4.87	4.47	0.40
15	Flight information screens	4.56	4.53	0.03	4.45	4.14	0.31	4.70	4.47	0.23
16	Walking distance inside the terminal	4.65	4.60	0.05	4.55	4.57	-0.02	4.69	4.42	0.27
17	Ease of making connections with other flights	4.64	-	-	NA	-	-	4.73	4.47	0.26
18	Courtesy, helpfulness of airport staff	4.63	4.58	0.05	4.53	4.50	0.03	4.89	4.50	0.39
19	Restaurant / Eating facilities	4.44	4.44	0.00	4.19	4.15	0.04	4.74	4.51	0.23
20	Restaurant facilities value for money	4.45	4.39	0.06	4.17	4.10	0.07	4.58	4.46	0.12
21	Availability of bank / ATM facilities / money changers	4.59	4.56	0.03	4.52	4.52	0.00	3.91	4.59	-0.68
22	Shopping facilities	4.39	4.23	0.16	4.29	4.20	0.09	4.71	4.55	0.16
23	Shopping facilities value for money	4.44	4.35	0.09	4.20	4.10	0.10	4.67	4.40	0.27
24	Internet access / Wi-fi	4.34	4.30	0.04	NA	-	-	4.50	4.41	0.09
25	Business / Executive lounges	4.48	4.29	0.19	NA	-	-	0.00	4.30	-4.30
26	Availability of washrooms / toilets	4.50	4.45	0.05	4.62	4.60	0.02	4.88	4.36	0.52
27	Cleanliness of washrooms / toilets	4.47	4.48	-0.01	4.65	4.65	0.00	4.80	4.45	0.35
28	Comfort of waiting / gate areas	4.56	4.56	0.00	4.61	4.58	0.03	4.81	4.38	0.43
29	Cleanliness of airport terminal	4.45	4.51	-0.06	4.67	4.65	0.02	4.81	4.56	0.25
30	Ambience of the airport	4.41	4.49	-0.08	4.63	4.60	0.03	4.73	4.38	0.35
31	Arrivals passport and visa inspection	4.35	4.52	-0.17	-	-	-	-	-	-
32	Speed of baggage delivery service	4.32	4.42	-0.10	4.37	4.50	-0.13	4.75	4.43	0.32
33	Customs inspection	4.43	4.52	-0.09	-	-	-	-	-	-
34	Overall Satisfaction	4.69	4.62	0.07	4.67	4.62	0.05	4.76	4.61	0.15

S. No	Parameters	Aurangabad - IXU			Kullu (Bhuntar) - KUU			Khajuraho - HJR		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.58	4.37	0.21	4.41	4.17	0.24	4.53	4.47	0.06
2	Availability of parking facilities	4.27	4.30	-0.03	4.38	4.36	0.02	4.49	4.48	0.01
3	Parking facilities value for money	4.39	4.29	0.10	4.51	4.52	-0.01	4.57	4.39	0.18
4	Availability of baggage carts / trolleys	4.35	4.42	-0.07	4.26	4.23	0.03	4.36	4.28	0.08
5	Waiting time in check-in queue / line	4.63	4.38	0.25	4.25	4.16	0.09	4.53	4.51	0.02
6	Efficiency of check-in staff	4.44	4.28	0.16	4.35	4.26	0.09	4.54	4.47	0.07
7	Courtesy, helpfulness of check-in staff	4.48	4.26	0.22	4.46	4.39	0.07	4.57	4.46	0.11
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.68	4.30	0.38	4.58	4.54	0.04	4.73	4.71	0.02
11	Thoroughness of Security inspection	4.46	4.27	0.19	4.54	4.47	0.07	4.60	4.53	0.07
12	Waiting time at Security inspection	4.50	4.30	0.20	4.48	4.58	-0.10	4.62	4.61	0.01
13	Feeling of being safe and secure	4.51	4.39	0.12	4.54	4.48	0.06	4.64	4.63	0.01
14	Ease of finding your way through airport	4.70	4.45	0.25	4.45	4.38	0.07	4.74	4.66	0.08
15	Flight information screens	4.36	4.17	0.19	4.15	4.00	0.15	4.65	4.41	0.24
16	Walking distance inside the terminal	4.51	4.38	0.13	4.47	4.44	0.03	4.73	4.61	0.12
17	Ease of making connections with other flights	0.00	4.26	-4.26	0.00	4.15	-4.15	4.70	4.57	0.13
18	Courtesy, helpfulness of airport staff	4.60	4.60	0.00	4.38	4.33	0.05	4.88	4.77	0.11
19	Restaurant / Eating facilities	4.27	4.50	-0.23	4.32	4.27	0.05	4.80	4.47	0.33
20	Restaurant facilities value for money	4.07	3.90	0.17	4.15	4.04	0.11	4.79	4.36	0.43
21	Availability of bank / ATM facilities / money changers	3.91	4.25	-0.34	0.00	4.50	-4.50	4.89	4.55	0.34
22	Shopping facilities	4.07	4.00	0.07	4.06	3.99	0.07	4.74	4.51	0.23
23	Shopping facilities value for money	4.16	4.00	0.16	4.32	4.20	0.12	4.78	4.58	0.20
24	Internet access / Wi-fi	4.20	4.04	0.16	4.33	4.18	0.15	4.65	4.44	0.21
25	Business / Executive lounges	3.43	4.23	-0.80	NA	3.96	-	4.79	4.48	0.31
26	Availability of washrooms / toilets	4.48	4.37	0.11	4.38	4.25	0.13	4.28	4.32	-0.04
27	Cleanliness of washrooms / toilets	4.41	4.38	0.03	4.40	4.29	0.11	4.26	4.57	-0.31
28	Comfort of waiting / gate areas	4.37	4.40	-0.03	4.12	3.99	0.13	4.27	4.39	-0.12
29	Cleanliness of airport terminal	4.81	4.34	0.47	4.45	4.36	0.09	4.38	4.57	-0.19
30	Ambience of the airport	4.25	4.30	-0.05	4.40	4.32	0.08	4.35	4.31	0.04
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.42	4.24	0.18	4.40	4.30	0.10	0.00	4.47	-4.47
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.65	4.59	0.06	4.63	4.58	0.05	4.60	4.55	0.05

S. No	Parameters	Kangra - DHM			Surat - STV			Agartala - IXA		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.55	4.50	0.05	4.46	4.55	-0.09	4.43	4.35	0.08
2	Availability of parking facilities	4.43	4.52	-0.09	4.50	4.40	0.10	4.22	4.33	-0.11
3	Parking facilities value for money	4.39	4.43	-0.04	4.25	4.49	-0.24	4.33	4.31	0.02
4	Availability of baggage carts / trolleys	4.52	4.38	0.14	4.48	4.52	-0.04	4.43	4.44	-0.01
5	Waiting time in check-in queue / line	4.43	4.39	0.04	4.61	4.70	-0.09	4.39	4.39	0.00
6	Efficiency of check-in staff	4.41	4.35	0.06	4.54	4.45	0.09	4.35	4.38	-0.03
7	Courtesy, helpfulness of check-in staff	4.40	4.37	0.03	4.46	4.57	-0.11	4.36	4.31	0.05
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.49	4.46	0.03	4.57	4.62	-0.05	4.44	4.32	0.12
11	Thoroughness of Security inspection	4.56	4.51	0.05	4.53	4.44	0.09	4.35	4.31	0.04
12	Waiting time at Security inspection	4.58	4.43	0.15	4.49	4.53	-0.04	4.28	4.30	-0.02
13	Feeling of being safe and secure	4.46	4.38	0.08	4.52	4.41	0.11	4.44	4.36	0.08
14	Ease of finding your way through airport	4.74	4.65	0.09	4.64	4.68	-0.04	4.46	4.43	0.03
15	Flight information screens	4.36	4.58	-0.22	4.55	4.34	0.21	4.38	4.39	-0.01
16	Walking distance inside the terminal	4.43	4.37	0.06	4.51	4.66	-0.15	4.40	4.37	0.03
17	Ease of making connections with other flights	0.00	4.32	-4.32	0.00	4.24	-4.24	0.00	0.00	0.00
18	Courtesy, helpfulness of airport staff	4.68	4.73	-0.05	4.46	4.63	-0.17	4.46	4.55	-0.09
19	Restaurant / Eating facilities	4.33	4.44	-0.11	4.32	4.26	0.06	4.30	4.38	-0.08
20	Restaurant facilities value for money	4.25	4.32	-0.07	4.24	4.29	-0.05	4.34	4.36	-0.02
21	Availability of bank / ATM facilities / money changers	4.59	4.68	-0.09	3.91	4.43	-0.52	4.34	4.35	-0.01
22	Shopping facilities	4.25	4.55	-0.30	4.25	4.28	-0.03	4.09	4.24	-0.15
23	Shopping facilities value for money	4.10	4.45	-0.35	4.19	4.25	-0.06	4.09	4.23	-0.14
24	Internet access / Wi-fi	0.00	4.43	-4.43	4.36	-	-	3.86	4.16	-0.30
25	Business / Executive lounges	4.50	4.26	0.24	3.43	4.79	-1.36	NA	0.00	-
26	Availability of washrooms / toilets	4.60	4.56	0.04	4.60	4.61	-0.01	4.42	4.50	-0.08
27	Cleanliness of washrooms / toilets	4.67	4.69	-0.02	4.57	4.42	0.15	4.40	4.50	-0.10
28	Comfort of waiting / gate areas	4.66	4.57	0.09	4.54	4.58	-0.04	4.38	4.41	-0.03
29	Cleanliness of airport terminal	4.66	4.62	0.04	4.52	4.60	-0.08	4.43	4.51	-0.08
30	Ambience of the airport	4.36	4.30	0.06	4.47	4.53	-0.06	4.39	4.40	-0.01
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.42	4.39	0.03	4.55	4.57	-0.02	4.19	4.47	-0.28
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.57	4.52	0.05	4.55	4.51	0.04	4.50	4.49	0.01

S. No	Parameters	Belgaum - IXG			Allahabad - IXD			Jammu - IXJ		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.35	4.00	0.35		4.03	-4.03	4.41	4.33	0.08
2	Availability of parking facilities	4.34	4.21	0.13		-	-	4.40	4.24	0.16
3	Parking facilities value for money	4.38	4.20	0.18		-	-	4.37	4.20	0.17
4	Availability of baggage carts / trolleys	4.51	4.27	0.24	4.16	3.95	0.21	4.32	4.13	0.19
5	Waiting time in check-in queue / line	4.58	4.22	0.36	3.97	4.32	-0.35	4.45	4.21	0.24
6	Efficiency of check-in staff	4.43	4.18	0.25	4.12	4.12	0.00	4.44	4.11	0.33
7	Courtesy, helpfulness of check-in staff	4.40	4.23	0.17	4.14	4.10	0.04	4.49	4.10	0.39
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.45	4.37	0.08	4.46	4.24	0.22	4.40	4.32	0.08
11	Thoroughness of Security inspection	4.55	4.38	0.17	4.45	4.28	0.17	4.35	4.23	0.12
12	Waiting time at Security inspection	4.49	4.29	0.20	4.16	4.04	0.12	4.33	4.11	0.22
13	Feeling of being safe and secure	4.42	4.40	0.02	4.42	4.35	0.07	4.41	4.19	0.22
14	Ease of finding your way through airport	4.51	4.45	0.06	3.91	4.00	-0.09	4.59	4.26	0.33
15	Flight information screens	4.42	4.20	0.22	3.72	-	-	4.43	4.40	0.03
16	Walking distance inside the terminal	4.43	4.50	-0.07	3.82	3.91	-0.09	4.49	4.36	0.13
17	Ease of making connections with other flights	NA	-	-	3.89	-	-	4.48	4.07	0.41
18	Courtesy, helpfulness of airport staff	4.50	4.31	0.19	4.27	4.14	0.13	4.49	4.16	0.33
19	Restaurant / Eating facilities	4.41	4.20	0.21		3.81	-3.81	4.34	4.35	-0.01
20	Restaurant facilities value for money	4.41	4.20	0.21		3.87	-3.87	4.34	4.33	0.01
21	Availability of bank / ATM facilities / money changers	3.97	-	-		-	-	4.49	4.65	-0.16
22	Shopping facilities	4.24	4.19	0.05		-	-	4.29	4.46	-0.17
23	Shopping facilities value for money	4.24	4.18	0.06		-	-	4.34	4.25	0.09
24	Internet access / Wi-fi	4.01	-	-		-	-	0.00	4.17	-4.17
25	Business / Executive lounges	NA	4.55	-	3.86	3.85	0.01	0.00	4.13	-4.13
26	Availability of washrooms / toilets	4.41	4.40	0.01	4.04	4.34	-0.30	4.52	4.33	0.19
27	Cleanliness of washrooms / toilets	4.41	4.38	0.03	3.89	3.93	-0.04	4.43	4.28	0.15
28	Comfort of waiting / gate areas	4.49	4.47	0.02	3.97	4.20	-0.23	4.45	4.32	0.13
29	Cleanliness of airport terminal	4.48	4.40	0.08	4.44	4.36	0.08	4.55	4.40	0.15
30	Ambience of the airport	4.50	4.46	0.04	3.92	4.14	-0.22	4.33	4.22	0.11
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.45	4.28	0.17	3.99	-	-	4.48	4.34	0.14
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.50	4.45	0.05	4.42	4.44	-0.02	4.60	4.44	0.16

S. No	Parameters	Hubli - HBX			Bhuj - BHI			Jamnagar - JGA		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.24	4.17	0.07	4.17	4.15	0.02	4.04	4.00	0.04
2	Availability of parking facilities	4.25	4.20	0.05	4.16	4.20	-0.04	4.03	4.05	-0.02
3	Parking facilities value for money	4.26	4.27	-0.01	4.11	4.14	-0.03	4.12	4.10	0.02
4	Availability of baggage carts / trolleys	4.44	4.18	0.26	4.21	4.24	-0.03	4.10	4.11	-0.01
5	Waiting time in check-in queue / line	4.48	4.43	0.05	4.18	4.29	-0.11	4.13	4.06	0.07
6	Efficiency of check-in staff	4.40	4.21	0.19	4.22	4.19	0.03	4.18	4.12	0.06
7	Courtesy, helpfulness of check-in staff	4.34	4.37	-0.03	4.26	4.17	0.09	4.22	4.15	0.07
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.51	4.35	0.16	4.35	4.23	0.12	4.19	4.16	0.03
11	Thoroughness of Security inspection	4.56	4.18	0.38	4.27	4.25	0.02	4.25	4.17	0.08
12	Waiting time at Security inspection	4.45	4.40	0.05	4.28	4.29	-0.01	4.27	4.13	0.14
13	Feeling of being safe and secure	4.42	4.23	0.19	4.32	4.30	0.02	4.20	4.19	0.01
14	Ease of finding your way through airport	4.57	4.14	0.43	4.28	4.35	-0.07	4.09	4.20	-0.11
15	Flight information screens	4.48	4.06	0.42	4.21	3.95	0.26	3.96	4.00	-0.04
16	Walking distance inside the terminal	4.36	4.44	-0.08	4.25	4.20	0.05	3.92	4.08	-0.16
17	Ease of making connections with other flights	4.29	-	-	4.22	4.27	-0.05	3.88	4.09	-0.21
18	Courtesy, helpfulness of airport staff	4.54	4.30	0.24	4.25	4.39	-0.14	4.10	4.25	-0.15
19	Restaurant / Eating facilities	4.42	4.34	0.08	4.10	4.00	0.10	3.73	3.80	-0.07
20	Restaurant facilities value for money	4.46	4.24	0.22	4.18	4.01	0.17	3.73	3.75	-0.02
21	Availability of bank / ATM facilities / money changers	3.85	3.94	-0.09	4.30	4.38	-0.08	0.00	3.90	-3.90
22	Shopping facilities	3.91	3.93	-0.02	4.09	4.04	0.05	0.00	3.45	-3.45
23	Shopping facilities value for money	3.89	3.93	-0.04	4.11	4.08	0.03	0.00	3.75	-3.75
24	Internet access / Wi-fi	3.90	-	-	4.15	4.06	0.09	4.30	4.26	0.04
25	Business / Executive lounges	4.42	-	-	4.55	4.42	0.13	3.43	3.52	-0.09
26	Availability of washrooms / toilets	4.57	4.66	-0.09	4.56	4.22	0.34	4.21	4.22	-0.01
27	Cleanliness of washrooms / toilets	4.57	4.50	0.07	4.56	3.96	0.60	4.20	4.30	-0.10
28	Comfort of waiting / gate areas	4.48	4.57	-0.09	4.57	3.99	0.58	4.17	4.23	-0.06
29	Cleanliness of airport terminal	4.46	4.33	0.13	4.18	4.38	-0.20	4.17	4.35	-0.18
30	Ambience of the airport	4.42	4.30	0.12	4.35	4.32	0.03	4.40	4.37	0.03
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.48	4.21	0.27	4.06	4.13	-0.07	4.20	4.24	-0.04
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.46	4.41	0.05	4.39	4.41	-0.02	4.46	4.41	0.05

S. No	Parameters	Silchar - IXS			Barapani (Shillong) - SHL			Rajkot - RAJ		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.33	4.28	0.05	4.05	4.12	-0.07	4.27	4.23	0.04
2	Availability of parking facilities	3.93	4.05	-0.12	3.94	3.86	0.08	3.76	3.45	0.31
3	Parking facilities value for money	4.15	4.22	-0.07	4.03	3.96	0.07	3.75	3.46	0.29
4	Availability of baggage carts / trolleys	4.30	4.28	0.02	4.22	4.12	0.10	4.03	4.00	0.03
5	Waiting time in check-in queue / line	4.28	4.27	0.01	4.39	4.37	0.02	4.14	4.15	-0.01
6	Efficiency of check-in staff	4.19	4.20	-0.01	4.28	4.21	0.07	3.82	3.95	-0.13
7	Courtesy, helpfulness of check-in staff	4.40	4.27	0.13	4.44	4.35	0.09	3.64	4.04	-0.40
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.45	4.43	0.02	4.51	4.48	0.03	3.99	4.28	-0.29
11	Thoroughness of Security inspection	4.37	4.34	0.03	4.24	4.39	-0.15	4.28	4.18	0.10
12	Waiting time at Security inspection	4.36	4.38	-0.02	4.45	4.40	0.05	3.99	4.16	-0.17
13	Feeling of being safe and secure	4.45	4.45	0.00	4.48	4.50	-0.02	4.01	4.30	-0.29
14	Ease of finding your way through airport	4.35	4.42	-0.07	4.38	4.32	0.05	4.16	4.19	-0.03
15	Flight information screens	4.22	-	-	4.23	4.37	-0.15	3.58	3.85	-0.27
16	Walking distance inside the terminal	4.43	4.25	0.18	4.43	4.54	-0.11	4.12	4.15	-0.03
17	Ease of making connections with other flights	0.00	-	-	0.00	4.00	-4.00	0.00	4.20	-4.20
18	Courtesy, helpfulness of airport staff	4.31	4.30	0.01	4.42	4.37	0.05	4.08	4.40	-0.32
19	Restaurant / Eating facilities	0.00	-	-	4.04	-	-	3.84	3.95	-0.11
20	Restaurant facilities value for money	0.00	-	-	4.29	-	-	3.80	4.00	-0.20
21	Availability of bank / ATM facilities / money changers	4.24	4.18	0.06	-	-	-	3.91	4.01	-0.10
22	Shopping facilities	3.52	4.15	-0.63	-	-	-	3.92	3.99	-0.07
23	Shopping facilities value for money	3.64	3.95	-0.31	0.00	-	-	3.71	3.96	-0.25
24	Internet access / Wi-fi	0.00	-	-	-	-	-	3.99	3.89	0.10
25	Business / Executive lounges		4.16	-4.16	0.00	4.00	-4.00	0.00	4.50	-4.50
26	Availability of washrooms / toilets	4.16	4.40	-0.24	4.29	4.20	0.09	4.34	4.45	-0.11
27	Cleanliness of washrooms / toilets	4.34	4.50	-0.16	4.36	4.28	0.08	4.33	4.35	-0.02
28	Comfort of waiting / gate areas	4.16	4.19	-0.03	4.39	4.30	0.09	4.44	4.37	0.07
29	Cleanliness of airport terminal	4.37	4.55	-0.18	4.52	4.49	0.03	3.56	4.40	-0.84
30	Ambience of the airport	4.15	4.24	-0.09	4.41	4.38	0.03	3.39	4.30	-0.91
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	3.98	4.14	-0.16	4.05	4.08	-0.03	4.37	4.39	-0.02
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.39	4.37	0.02	4.42	4.37	0.05	4.45	4.35	0.10

S. No	Parameters	Ranchi - IXR			Tuticorin - TCR			Bhavnagar - BHU		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	3.96	4.35	-0.39	4.24	4.10	0.14	4.16	4.20	-0.04
2	Availability of parking facilities	3.79	4.25	-0.46	4.35	4.27	0.08	4.15	4.19	-0.04
3	Parking facilities value for money	3.67	4.19	-0.52	4.34	4.22	0.12	4.07	4.09	-0.02
4	Availability of baggage carts / trolleys	4.04	4.28	-0.24	4.41	4.31	0.10	4.13	4.13	0.00
5	Waiting time in check-in queue / line	4.19	4.30	-0.11	4.37	4.26	0.11	4.33	4.34	-0.01
6	Efficiency of check-in staff	4.21	4.26	-0.05	4.43	4.34	0.09	4.26	4.30	-0.04
7	Courtesy, helpfulness of check-in staff	4.23	4.28	-0.05	4.40	4.28	0.12	4.24	4.24	0.00
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.28	4.32	-0.04	4.53	4.50	0.03	4.26	4.40	-0.14
11	Thoroughness of Security inspection	4.23	4.28	-0.05	4.41	4.44	-0.03	4.21	4.22	-0.01
12	Waiting time at Security inspection	4.19	4.23	-0.04	4.48	4.41	0.07	4.27	4.26	0.01
13	Feeling of being safe and secure	4.27	4.30	-0.03	4.49	4.41	0.08	4.35	4.17	0.18
14	Ease of finding your way through airport	4.25	4.33	-0.08	4.40	4.34	0.06	4.24	4.42	-0.18
15	Flight information screens	4.10	4.17	-0.07	4.38	4.28	0.10	4.15	4.30	-0.15
16	Walking distance inside the terminal	4.19	4.31	-0.12	4.39	4.31	0.08	4.14	4.24	-0.10
17	Ease of making connections with other flights	4.70	4.25	0.45	NA	-	-	4.14	4.20	-0.06
18	Courtesy, helpfulness of airport staff	4.88	4.32	0.56	4.47	4.40	0.07	4.23	4.49	-0.26
19	Restaurant / Eating facilities	4.80	4.16	0.64	4.27	4.16	0.11	3.72	4.29	-0.57
20	Restaurant facilities value for money	4.79	4.12	0.67	4.20	4.05	0.15	3.86	4.27	-0.41
21	Availability of bank / ATM facilities / money changers	4.89	4.20	0.69	4.08	3.80	0.28	0.00	4.51	-4.51
22	Shopping facilities	4.74	4.03	0.71	3.96	3.75	0.21	0.00	4.52	-4.52
23	Shopping facilities value for money	4.78	3.96	0.82	3.93	3.73	0.20	0.00	4.55	-4.55
24	Internet access / Wi-fi	4.65	3.98	0.67	4.19	-	-	3.19	4.19	-1.00
25	Business / Executive lounges		4.08	-4.08	NA	-	-	0.00	4.00	-4.00
26	Availability of washrooms / toilets	4.09	4.11	-0.02	4.28	4.14	0.14	4.09	4.16	-0.07
27	Cleanliness of washrooms / toilets	4.09	4.08	0.01	4.32	4.25	0.07	4.07	4.38	-0.31
28	Comfort of waiting / gate areas	4.14	4.20	-0.06	4.28	4.20	0.08	4.06	4.26	-0.20
29	Cleanliness of airport terminal	4.37	4.37	0.00	4.27	4.21	0.06	4.07	4.43	-0.36
30	Ambience of the airport	4.24	4.32	-0.08	4.25	4.21	0.04	4.30	4.24	0.06
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.40	4.29	0.11	4.19	4.14	0.05	4.20	4.31	-0.11
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.31	4.29	0.02	4.33	4.29	0.04	4.26	4.29	-0.03

S. No	Parameters	Rajahmundry - RJA			Tirupati - TIR			Leh - IXL		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.30	4.09	0.21	4.55	4.29	0.26	4.03	4.10	-0.07
2	Availability of parking facilities	4.23	3.97	0.26	4.47	4.40	0.07	3.91	4.07	-0.16
3	Parking facilities value for money	4.17	3.87	0.30	4.46	4.30	0.16	3.83	3.92	-0.09
4	Availability of baggage carts / trolleys	4.31	4.23	0.08	4.54	4.34	0.20	4.09	4.19	-0.10
5	Waiting time in check-in queue / line	4.42	4.31	0.11	4.55	4.35	0.20	4.21	4.16	0.05
6	Efficiency of check-in staff	4.33	4.19	0.14	4.50	4.26	0.24	4.09	4.18	-0.09
7	Courtesy, helpfulness of check-in staff	4.42	4.35	0.07	4.52	4.27	0.25	4.24	4.25	-0.01
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.61	4.29	0.32	4.44	4.52	-0.08	4.31	4.34	-0.03
11	Thoroughness of Security inspection	4.56	4.15	0.41	4.30	4.44	-0.14	4.19	4.15	0.04
12	Waiting time at Security inspection	4.50	4.21	0.29	4.30	4.53	-0.23	4.14	4.24	-0.10
13	Feeling of being safe and secure	4.55	4.35	0.20	4.32	4.57	-0.25	4.22	4.20	0.02
14	Ease of finding your way through airport	4.59	4.17	0.42	4.29	4.47	-0.18	4.30	4.23	0.07
15	Flight information screens	4.44	3.91	0.53	4.14	4.00	0.14	-	0.00	-
16	Walking distance inside the terminal	4.57	4.21	0.36	4.25	4.46	-0.21	4.34	4.14	0.20
17	Ease of making connections with other flights	3.92	4.06	-0.14	NA	4.12	-	-	4.06	-
18	Courtesy, helpfulness of airport staff	4.53	4.37	0.16	4.56	4.38	0.18	4.11	4.40	-0.29
19	Restaurant / Eating facilities	4.08	3.78	0.30	4.32	4.19	0.13	4.07	4.02	0.05
20	Restaurant facilities value for money	4.18	3.88	0.30	4.45	4.24	0.21	4.14	3.98	0.16
21	Availability of bank / ATM facilities / money changers	NA	2.96	-	4.57	4.45	0.12	-	3.97	-
22	Shopping facilities	4.31	3.50	0.81	4.47	4.10	0.37	-	-	-
23	Shopping facilities value for money	4.40	3.60	0.80	4.45	4.29	0.16	-	-	-
24	Internet access / Wi-fi	4.38	4.03	0.35	4.39	4.24	0.15	-	-	-
25	Business / Executive lounges	NA	3.88	-	4.57	4.12	0.45	-	-	-
26	Availability of washrooms / toilets	4.71	4.28	0.43	4.54	4.32	0.22	4.04	4.12	-0.08
27	Cleanliness of washrooms / toilets	4.66	4.27	0.39	4.56	4.24	0.32	4.11	4.10	0.01
28	Comfort of waiting / gate areas	4.70	4.32	0.38	4.56	4.32	0.24	4.17	4.18	-0.01
29	Cleanliness of airport terminal	4.42	4.39	0.03	4.56	4.34	0.22	4.28	4.29	-0.01
30	Ambience of the airport	4.32	4.29	0.03	4.60	4.38	0.22	4.09	4.08	0.01
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.39	4.16	0.23	4.66	4.42	0.24	4.07	4.26	-0.19
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.38	4.28	0.10	4.43	4.27	0.16	4.17	4.19	-0.02

S. No	Parameters	Bhopal - BHO			Vijayawada - VGA			Dibrugarh - DIB		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.26	4.52	-0.26	4.20	4.28	-0.08	4.03	4.08	-0.05
2	Availability of parking facilities	4.21	4.39	-0.18	4.19	3.75	0.44	3.85	3.81	0.04
3	Parking facilities value for money	4.12	4.37	-0.25	4.11	3.92	0.19	3.83	3.72	0.11
4	Availability of baggage carts / trolleys	4.22	4.52	-0.30	4.30	4.23	0.07	4.09	4.02	0.07
5	Waiting time in check-in queue / line	4.34	4.60	-0.26	4.54	4.32	0.22	4.21	4.15	0.06
6	Efficiency of check-in staff	4.36	4.53	-0.17	4.53	4.17	0.36	4.09	4.05	0.04
7	Courtesy, helpfulness of check-in staff	4.53	4.48	0.05	4.56	4.38	0.18	4.24	4.17	0.07
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.30	4.62	-0.32	4.55	4.45	0.10	4.31	4.26	0.05
11	Thoroughness of Security inspection	4.28	4.55	-0.27	4.49	4.26	0.23	4.14	4.09	0.05
12	Waiting time at Security inspection	4.11	4.42	-0.31	4.01	4.37	-0.36	4.14	4.10	0.04
13	Feeling of being safe and secure	4.34	4.62	-0.28	4.56	4.39	0.17	4.22	4.21	0.01
14	Ease of finding your way through airport	4.41	4.62	-0.21	4.51	4.43	0.08	4.30	4.25	0.05
15	Flight information screens	4.40	4.56	-0.16	4.35	3.72	0.63	3.89	3.85	0.04
16	Walking distance inside the terminal	4.44	4.55	-0.11	4.44	4.34	0.10	4.34	4.15	0.19
17	Ease of making connections with other flights	4.31	4.61	-0.30	4.31	4.33	-0.02	0.00	4.07	-4.07
18	Courtesy, helpfulness of airport staff	4.65	4.59	0.06	4.62	4.44	0.18	3.91	3.85	0.06
19	Restaurant / Eating facilities	4.58	4.49	0.09	4.25	3.36	0.89	3.83	3.99	-0.16
20	Restaurant facilities value for money	4.57	4.44	0.13	4.20	3.31	0.89	3.89	3.99	-0.10
21	Availability of bank / ATM facilities / money changers	4.60	4.57	0.03	4.44	4.33	0.11	3.96	3.83	0.13
22	Shopping facilities	4.35	4.47	-0.12	4.01	3.92	0.09	0.00	3.95	-3.95
23	Shopping facilities value for money	4.38	4.57	-0.19	4.13	3.59	0.54	0.00	3.85	-3.85
24	Internet access / Wi-fi	4.66	4.66	0.00	4.22	3.81	0.41	0.00	3.83	-3.83
25	Business / Executive lounges	4.23	4.29	-0.06		3.72	-3.72	NA	3.50	-
26	Availability of washrooms / toilets	4.69	4.35	0.34	4.57	4.27	0.30	3.91	3.89	0.02
27	Cleanliness of washrooms / toilets	4.69	4.35	0.34	4.49	4.26	0.23	4.11	4.04	0.07
28	Comfort of waiting / gate areas	4.62	4.42	0.20	4.51	4.34	0.17	4.12	4.03	0.09
29	Cleanliness of airport terminal	4.36	4.22	0.14	4.56	4.38	0.18	4.28	-	-
30	Ambience of the airport	4.29	4.17	0.12	4.36	4.27	0.09	4.09	-	-
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.37	4.40	-0.03	4.34	4.16	0.18	3.90	3.96	-0.06
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.31	4.19	0.12	4.44	4.19	0.25	4.17	4.10	0.07

S. No	Parameters	Tezpur - TEZ			Agra - AGR			Shimla - SLV		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	0.00	3.67	-3.67	3.78	3.85	-0.08	3.89	3.97	-0.08
2	Availability of parking facilities	4.13	4.09	0.04	3.73	3.80	-0.07	4.30	0.00	4.30
3	Parking facilities value for money	4.04	3.96	0.08	3.73	3.79	-0.06	4.19	0.00	4.19
4	Availability of baggage carts / trolleys	4.12	4.19	-0.07	3.98	4.01	-0.03	4.04	4.20	-0.16
5	Waiting time in check-in queue / line	4.21	4.23	-0.02	4.15	4.14	0.01	4.09	4.03	0.06
6	Efficiency of check-in staff	4.20	4.25	-0.05	3.82	3.89	-0.07	4.00	3.74	0.26
7	Courtesy, helpfulness of check-in staff	4.40	4.45	-0.05	3.82	3.92	-0.10	4.18	3.79	0.39
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.32	4.44	-0.12	4.14	4.20	-0.06	4.02	4.24	-0.22
11	Thoroughness of Security inspection	4.38	4.48	-0.10	4.05	4.11	-0.06	4.30	4.25	0.05
12	Waiting time at Security inspection	4.40	4.42	-0.02	4.23	3.89	0.34	4.15	3.91	0.24
13	Feeling of being safe and secure	4.17	4.39	-0.22	4.18	4.12	0.06	4.21	4.19	0.02
14	Ease of finding your way through airport	4.14	4.23	-0.09	4.10	4.31	-0.21	4.16	4.24	-0.08
15	Flight information screens	0.00	3.00	-3.00	3.79	-	-	4.12	4.22	-0.10
16	Walking distance inside the terminal	4.24	4.18	0.06	3.63	3.87	-0.25	4.17	3.84	0.33
17	Ease of making connections with other flights	0.00	4.00	-4.00	3.15	-	-	0.00	4.13	-4.13
18	Courtesy, helpfulness of airport staff	4.22	4.18	0.04	4.18	4.33	-0.16	4.18	4.24	-0.06
19	Restaurant / Eating facilities	0.00	-	-	3.31	-	-	4.22	0.00	4.22
20	Restaurant facilities value for money	0.00	-	-	2.64	-	-	4.19	0.00	4.19
21	Availability of bank / ATM facilities / money changers	0.00	-	-	0.00	-	-	0.00	0.00	0.00
22	Shopping facilities	0.00	-	-	3.05	2.76	0.29	0.00	0.00	0.00
23	Shopping facilities value for money	0.00	-	-	3.31	2.61	0.70	0.00	0.00	0.00
24	Internet access / Wi-fi	0.00	-	-	2.77	2.08	0.69	0.00	2.10	-2.10
25	Business / Executive lounges	0.00	4.13	-4.13	0.00	2.33	-2.33	4.11	0.00	4.11
26	Availability of washrooms / toilets	4.09	4.20	-0.11	4.08	4.07	0.01	4.35	4.16	0.19
27	Cleanliness of washrooms / toilets	4.19	4.24	-0.05	3.70	3.87	-0.17	4.18	3.93	0.25
28	Comfort of waiting / gate areas	4.06	4.17	-0.11	4.03	4.18	-0.15	4.17	4.23	-0.06
29	Cleanliness of airport terminal	4.27	4.36	-0.09	4.35	4.32	0.03	4.30	4.13	0.17
30	Ambience of the airport	3.84	3.83	0.01	4.10	4.07	0.03	4.27	4.04	0.23
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.10	4.16	-0.06	4.03	4.17	-0.15	4.09	4.08	0.01
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.12	4.07	0.05	4.10	4.04	0.06	4.15	4.04	0.11

S. No	Parameters	Jorhat - JRH			Pant Nagar - PGH			Lilabari - IXI		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.05	4.14	-0.09	4.21	4.15	0.06	4.04	4.09	-0.05
2	Availability of parking facilities	3.96	4.11	-0.15	4.13	4.06	0.07	3.88	3.80	0.08
3	Parking facilities value for money	3.97	4.00	-0.03	3.95	3.92	0.03	3.90	3.81	0.09
4	Availability of baggage carts / trolleys	4.03	4.03	0.00	4.07	4.02	0.05	3.93	3.84	0.09
5	Waiting time in check-in queue / line	4.18	4.13	0.05	4.10	4.04	0.06	4.09	4.17	-0.08
6	Efficiency of check-in staff	4.11	4.08	0.03	4.14	4.07	0.07	4.08	4.18	-0.10
7	Courtesy, helpfulness of check-in staff	4.09	4.02	0.07	4.07	4.03	0.04	4.23	4.13	0.10
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.38	4.31	0.07	3.99	3.91	0.08	4.13	4.15	-0.02
11	Thoroughness of Security inspection	4.19	4.22	-0.03	3.91	3.88	0.03	4.14	4.11	0.03
12	Waiting time at Security inspection	4.31	4.21	0.10	3.89	3.86	0.03	4.13	4.03	0.10
13	Feeling of being safe and secure	4.29	4.25	0.04	3.90	3.84	0.06	4.15	4.06	0.09
14	Ease of finding your way through airport	4.18	4.16	0.02	3.94	3.82	0.12	4.07	4.05	0.02
15	Flight information screens	4.04	4.13	-0.09	3.95	3.86	0.09	0.00	-	-
16	Walking distance inside the terminal	4.11	4.00	0.11	4.03	3.95	0.08	4.09	4.07	0.02
17	Ease of making connections with other flights	0.00	3.99	-3.99	0.00	3.89	-3.89	0.00	-	-
18	Courtesy, helpfulness of airport staff	4.22	4.17	0.05	4.17	4.22	-0.05	4.10	4.00	0.10
19	Restaurant / Eating facilities	3.60	3.82	-0.22	3.93	3.97	-0.04	3.63	-	-
20	Restaurant facilities value for money	3.83	3.86	-0.03	0.00	3.87	-3.87	0.00	-	-
21	Availability of bank / ATM facilities / money changers	0.00	4.00	-4.00	0.00	4.14	-4.14	0.00	-	-
22	Shopping facilities	0.00	-	-	4.17	4.07	0.10	0.00	-	-
23	Shopping facilities value for money	0.00	-	-	4.12	4.00	0.12	0.00	-	-
24	Internet access / Wi-fi	0.00	-	-	0.00	3.57	-3.57	0.00	-	-
25	Business / Executive lounges	0.00	4.10	-4.10	NA	3.74	-	NA	-	-
26	Availability of washrooms / toilets	3.97	4.02	-0.05	3.71	3.65	0.06	3.76	3.71	0.05
27	Cleanliness of washrooms / toilets	4.10	4.04	0.06	3.72	3.64	0.08	3.81	3.80	0.01
28	Comfort of waiting / gate areas	4.03	4.04	-0.01	3.87	3.76	0.11	3.70	3.65	0.05
29	Cleanliness of airport terminal	4.09	4.13	-0.04	3.88	3.82	0.06	3.82	3.72	0.10
30	Ambience of the airport	4.07	4.03	0.04	3.97	3.94	0.03	3.68	3.60	0.08
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.16	4.14	0.02	4.00	3.93	0.07	3.95	3.93	0.02
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.07	4.03	0.04	4.05	4.00	0.05	4.03	4.00	0.03

S. No	Parameters	Jabalpur - JLR			Imphal - IMF			Dimapur - DMU		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	4.02	4.02	0.00	3.91	4.01	-0.10	3.83	3.88	-0.05
2	Availability of parking facilities	3.94	4.01	-0.07	3.76	4.00	-0.24	3.81	3.83	-0.02
3	Parking facilities value for money	3.79	3.84	-0.05	3.60	3.95	-0.35	3.73	3.80	-0.07
4	Availability of baggage carts / trolleys	4.02	3.89	0.13	3.91	3.98	-0.07	3.92	3.94	-0.02
5	Waiting time in check-in queue / line	4.06	3.90	0.16	4.12	4.10	0.02	3.98	3.90	0.08
6	Efficiency of check-in staff	4.05	3.90	0.15	4.15	4.02	0.13	3.98	3.83	0.15
7	Courtesy, helpfulness of check-in staff	4.19	3.79	0.40	4.14	4.06	0.08	4.05	4.09	-0.04
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.20	4.05	0.15	4.16	4.11	0.05	4.12	4.03	0.09
11	Thoroughness of Security inspection	4.29	3.94	0.35	4.11	4.02	0.09	4.06	4.15	-0.09
12	Waiting time at Security inspection	4.19	4.06	0.13	4.04	3.97	0.07	4.01	4.07	-0.06
13	Feeling of being safe and secure	4.21	4.04	0.17	4.18	4.03	0.15	4.11	4.10	0.01
14	Ease of finding your way through airport	4.07	4.02	0.05	4.22	4.10	0.12	3.96	3.88	0.08
15	Flight information screens	0.00	3.93	-3.93	4.07	-	-	4.03	4.00	0.03
16	Walking distance inside the terminal	4.06	3.90	0.16	4.16	3.99	0.17	3.87	3.69	0.18
17	Ease of making connections with other flights	0.00	3.91	-3.91	4.31	4.02	0.29	0.00	-	-
18	Courtesy, helpfulness of airport staff	4.04	3.86	0.18	4.18	4.20	-0.02	3.88	3.79	0.09
19	Restaurant / Eating facilities	3.06	3.50	-0.44	3.63	3.68	-0.05	3.58	3.51	0.07
20	Restaurant facilities value for money	3.08	3.54	-0.46	3.29	3.06	0.23	3.59	3.41	0.18
21	Availability of bank / ATM facilities / money changers	0.00	3.55	-3.55	3.44	3.50	-0.06	3.91	4.07	-0.16
22	Shopping facilities	0.00	3.00	-3.00	3.22	3.53	-0.31	3.27	3.86	-0.59
23	Shopping facilities value for money	0.00	4.00	-4.00	3.35	3.43	-0.08	3.34	3.83	-0.49
24	Internet access / Wi-fi	0.00	4.01	-4.01	NA	3.49	-	3.30	-	-
25	Business / Executive lounges	NA	3.96	-	3.75	3.98	-0.23	3.43	4.00	-0.57
26	Availability of washrooms / toilets	3.64	4.03	-0.39	4.10	4.16	-0.06	3.78	3.77	0.01
27	Cleanliness of washrooms / toilets	3.74	4.10	-0.36	4.05	4.11	-0.06	3.79	3.71	0.08
28	Comfort of waiting / gate areas	3.92	4.09	-0.17	3.94	4.04	-0.10	3.81	3.76	0.05
29	Cleanliness of airport terminal	4.04	4.20	-0.16	4.10	3.97	0.13	3.99	4.00	-0.01
30	Ambience of the airport	3.88	4.28	-0.40	3.96	3.98	-0.02	3.87	3.90	-0.03
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.04	4.05	-0.01	3.86	3.98	-0.12	4.18	3.80	0.38
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	4.03	4.00	0.03	3.96	3.87	0.09	3.90	3.83	0.07

S. No	Parameters	Gwalior - GWL			Gorakhpur - GOP			Bhatinda - BUP		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017
1	Ground transportation to / from the airport	3.73	3.58	0.15	3.76	3.67	0.09	3.09	3.00	0.09
2	Availability of parking facilities	3.48	3.90	-0.42	-	-	-	3.80	3.91	-0.11
3	Parking facilities value for money	3.25	3.75	-0.50	-	-	-	3.12	3.09	0.03
4	Availability of baggage carts / trolleys	3.10	3.93	-0.83	3.66	3.52	0.14	3.85	3.91	-0.06
5	Waiting time in check-in queue / line	3.80	3.71	0.09	4.02	3.23	0.79	3.48	3.52	-0.04
6	Efficiency of check-in staff	3.58	3.76	-0.18	4.06	3.78	0.28	3.42	3.57	-0.15
7	Courtesy, helpfulness of check-in staff	3.56	3.80	-0.24	4.04	3.82	0.22	3.53	3.44	0.09
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	3.84	3.87	-0.03	4.01	3.82	0.19	3.86	3.84	0.02
11	Thoroughness of Security inspection	3.46	3.72	-0.26	3.98	3.90	0.08	3.85	3.79	0.06
12	Waiting time at Security inspection	3.30	3.72	-0.42	3.97	3.86	0.11	3.71	3.70	0.01
13	Feeling of being safe and secure	3.43	3.64	-0.21	3.92	3.85	0.07	3.77	3.78	-0.01
14	Ease of finding your way through airport	3.69	3.55	0.14	3.94	3.76	0.18	4.08	4.06	0.02
15	Flight information screens		3.63	-3.63	-	2.55	-	3.91	-	-
16	Walking distance inside the terminal	3.31	3.86	-0.55	3.99	3.90	0.09	3.60	3.49	0.11
17	Ease of making connections with other flights		3.32	-3.32	3.95	3.34	0.61	3.98	-	-
18	Courtesy, helpfulness of airport staff	3.84	3.84	0.00	3.83	3.67	0.16	3.97	4.00	-0.03
19	Restaurant / Eating facilities	3.39	3.39	0.00	2.94	2.69	0.25	2.96	-	-
20	Restaurant facilities value for money	3.29	3.49	-0.20	2.98	2.66	0.32	2.96	-	-
21	Availability of bank / ATM facilities / money changers		-	-	-	3.31	-	0.00	-	-
22	Shopping facilities		-	-	-	3.25	-	0.00	-	-
23	Shopping facilities value for money		-	-	-	3.38	-	0.00	-	-
24	Internet access / Wi-fi	3.36	3.46	-0.10	-	2.92	-	0.00	-	-
25	Business / Executive lounges		3.37	-3.37	-	3.26	-	0.00	-	-
26	Availability of washrooms / toilets	3.76	3.50	0.26	4.03	4.09	-0.06	3.88	3.86	0.02
27	Cleanliness of washrooms / toilets	3.56	3.55	0.01	3.95	3.75	0.20	4.00	3.94	0.06
28	Comfort of waiting / gate areas	3.51	3.74	-0.23	3.84	3.76	0.08	4.03	3.96	0.07
29	Cleanliness of airport terminal	3.79	3.36	0.43	4.06	3.35	0.71	3.83	3.85	-0.02
30	Ambience of the airport	3.35	3.51	-0.16	4.01	3.72	0.29	3.44	3.33	0.11
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	3.43	3.73	-0.30	3.95	3.80	0.15	3.72	3.49	0.23
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	3.80	3.75	0.05	4.01	3.71	0.30	3.76	3.71	0.05

S. No	Parameters	Diu - DIU			Agatti - AGX			Bikaner - BKB		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV 2017	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV
1	Ground transportation to / from the airport	3.53	3.50	0.03	3.63	3.41	0.22	3.50	-	
2	Availability of parking facilities	-	3.40	-	3.63	3.10	0.53	3.64	-	
3	Parking facilities value for money	-	3.39	-	3.72	3.23	0.49	3.68	-	
4	Availability of baggage carts / trolleys	3.57	3.63	-0.06	3.76	3.26	0.50	3.72	-	
5	Waiting time in check-in queue / line	4.16	3.90	0.26	4.02	3.62	0.40	3.60	-	
6	Efficiency of check-in staff	4.23	4.12	0.11	3.60	3.30	0.30	3.56	-	
7	Courtesy, helpfulness of check-in staff	4.20	4.20	0.00	3.64	3.46	0.18	3.48	-	
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.18	4.24	-0.06	3.95	3.75	0.20	3.92	-	
11	Thoroughness of Security inspection	4.20	4.21	-0.01	3.88	3.43	0.45	3.48	-	
12	Waiting time at Security inspection	4.15	4.07	0.08	3.70	3.37	0.33	3.64	-	
13	Feeling of being safe and secure	4.20	4.19	0.01	3.80	3.69	0.11	3.96	-	
14	Ease of finding your way through airport	4.14	4.08	0.06	3.94	3.66	0.28	3.80	-	
15	Flight information screens	-	3.46	-	3.55	2.78	0.77	0.00	-	
16	Walking distance inside the terminal	3.78	3.82	-0.04	3.71	3.35	0.36	3.48	-	
17	Ease of making connections with other flights	3.31	3.78	-0.47	3.72	-	-	0.00	-	
18	Courtesy, helpfulness of airport staff	4.28	4.25	0.03	4.10	4.07	0.03	3.29	-	
19	Restaurant / Eating facilities	-	3.39	-	3.46	3.07	0.39	3.81	-	
20	Restaurant facilities value for money	-	3.43	-	3.87	3.63	0.24	3.57	-	
21	Availability of bank / ATM facilities / money changers	-	2.79	-	3.13	3.00	0.13	0.00	-	
22	Shopping facilities	-	2.89	-	3.18	3.07	0.11	0.00	-	
23	Shopping facilities value for money	-	2.94	-	3.16	3.07	0.09	0.00	-	
24	Internet access / Wi-fi	2.11	2.97	-0.86	NA	-	-	0.00	-	
25	Business / Executive lounges	-	3.07	-	3.88	-	-	NA	-	
26	Availability of washrooms / toilets	3.41	3.12	0.29	3.72	3.57	0.15	3.85	-	
27	Cleanliness of washrooms / toilets	3.37	3.28	0.09	3.64	3.37	0.27	3.65	-	
28	Comfort of waiting / gate areas	3.55	3.54	0.01	3.78	3.49	0.29	3.70	-	
29	Cleanliness of airport terminal	3.56	3.78	-0.22	3.73	3.42	0.31	3.92	-	
30	Ambience of the airport	3.98	3.94	0.04	3.70	3.40	0.30	4.04	-	
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.05	4.02	0.03	4.02	3.15	0.87	3.82	-	
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	3.71	3.67	0.04	3.75	3.29	0.46	3.72	-	

S. No	Parameters	Cuddapah - CDP			Ludhiana - LUH			Porbandar - PBD		
		Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV	Round-I (Jan-June) 2018	Round-IV (Jul-Dec) 2017	Difference of Rating R-I 2018 Over R-IV
1	Ground transportation to / from the airport	3.30	-		3.54	-		3.86	-	
2	Availability of parking facilities	3.50	-		3.86	-		3.94	-	
3	Parking facilities value for money	3.46	-		3.79	-		3.72	-	
4	Availability of baggage carts / trolleys	3.50	-		3.68	-		3.71	-	
5	Waiting time in check-in queue / line	3.93	-		3.45	-		3.55	-	
6	Efficiency of check-in staff	4.08	-		3.62	-		3.61	-	
7	Courtesy, helpfulness of check-in staff	4.02	-		3.57	-		3.47	-	
8	Waiting time at passport / personal ID inspection	-	-	-	-	-	-	-	-	-
9	Courtesy and helpfulness of inspection staff	-	-	-	-	-	-	-	-	-
10	Courtesy and helpfulness of Security staff	4.04	-		3.83	-		3.41	-	
11	Thoroughness of Security inspection	4.17	-		3.83	-		3.56	-	
12	Waiting time at Security inspection	4.20	-		3.67	-		3.41	-	
13	Feeling of being safe and secure	4.16	-		3.77	-		3.53	-	
14	Ease of finding your way through airport	3.56	-		3.80	-		3.41	-	
15	Flight information screens	0.00	-		3.67	-		0.00	-	
16	Walking distance inside the terminal	3.49	-		3.93	-		3.52	-	
17	Ease of making connections with other flights	0.00	-		0.00	-		0.00	-	
18	Courtesy, helpfulness of airport staff	3.54	-		3.97	-		3.54	-	
19	Restaurant / Eating facilities	0.00	-		3.68	-		3.23	-	
20	Restaurant facilities value for money	0.00	-		3.85	-		3.17	-	
21	Availability of bank / ATM facilities / money changers	0.00	-		0.00	-		3.91	-	
22	Shopping facilities	0.00	-		0.00	-		0.00	-	
23	Shopping facilities value for money	0.00	-		0.00	-		0.00	-	
24	Internet access / Wi-fi	0.00	-		0.00	-		2.31	-	
25	Business / Executive lounges	0.00	-		NA	-		3.43	-	
26	Availability of washrooms / toilets	4.02	-		3.86	-		3.37	-	
27	Cleanliness of washrooms / toilets	3.78	-		3.86	-		3.47	-	
28	Comfort of waiting / gate areas	3.88	-		3.90	-		3.55	-	
29	Cleanliness of airport terminal	3.25	-		3.80	-		3.78	-	
30	Ambience of the airport	3.37	-		3.76	-		3.74	-	
31	Arrivals passport and visa inspection	-	-	-	-	-	-	-	-	-
32	Speed of baggage delivery service	4.12	-		3.83	-		3.88	-	
33	Customs inspection	-	-	-	-	-	-	-	-	-
34	Overall Satisfaction	3.90	-		3.57	-		3.83	-	