

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

(on five point scale)

Rank	Airport Name	Customer Satisfaction Index		Difference between Round-IV (2017) and Round-III (2017)	Difference between Round-IV and MOU target of 4.5
		Round-IV (July-December) 2017	Round-III (January-June) 2017		
1	Raipur	4.88	4.84	0.04	0.38
2	Udaipur	4.79	4.75	0.04	0.29
3	Dehradun	4.77	4.73	0.04	0.27
4	Amritsar	4.75	4.74	0.01	0.25
5	Jodhpur	4.73	4.70	0.03	0.23
6	Trichy	4.72	4.70	0.02	0.22
7	Varanasi	4.69	4.69	0.00	0.19
8	Gaya	4.69	4.55	0.14	0.19
9	Madurai	4.62	4.60	0.02	0.12
10	Port Blair	4.62	4.50	0.12	0.12
11	Vadodara	4.61	4.45	0.16	0.11
12	Aurangabad	4.59	4.48	0.11	0.09
13	Kullu (Bhuntar)	4.58	4.56	0.02	0.08
14	Khajuraho	4.55	4.51	0.04	0.05
15	Kangra	4.52	4.49	0.03	0.02
16	Surat	4.51	4.37	0.14	0.01
17	Agartala	4.49	4.46	0.03	-0.01
18	Bagdogra	4.45	4.42	0.03	-0.05
19	Belgaum	4.45	3.75	0.70	-0.05
20	Allahabad	4.44	4.40	0.04	-0.06
21	Jammu	4.44	4.36	0.08	-0.06
22	Hubli	4.41	4.40	0.01	-0.09
23	Bhuj	4.41	4.33	0.08	-0.09
24	Jamnagar	4.41	4.28	0.13	-0.09
25	Silchar	4.37	4.33	0.04	-0.13
26	Barapani	4.37	4.32	0.05	-0.13
27	Rajkot	4.35	4.29	0.06	-0.15
28	Ranchi	4.29	4.20	0.09	-0.21
29	Tuticorin	4.29	4.25	0.04	-0.21
30	Bhavnagar	4.29	4.17	0.12	-0.21
31	Rajahmundry	4.28	4.21	0.07	-0.22
32	Tirupati	4.27	4.18	0.09	-0.23
33	Leh	4.19	4.16	0.03	-0.31
34	Bhopal	4.19	4.12	0.07	-0.31
35	Vijayawada	4.19	4.10	0.09	-0.31
36	Kanpur	4.13	4.03	0.10	-0.37
37	Dibrugarh	4.10	4.07	0.03	-0.40
38	Tezpur	4.07	4.05	0.02	-0.43
39	Agra	4.04	4.00	0.04	-0.46
40	Shimla	4.04	N/A	-	-0.46
41	Jorhat	4.03	4.00	0.03	-0.47
42	Pant Nagar	4.00	3.98	0.02	-0.50
43	Lilabari	4.00	3.90	0.10	-0.50
44	Jabalpur	4.00	3.78	0.22	-0.50
45	Imphal	3.87	3.83	0.04	-0.63
46	Dimapur	3.83	3.81	0.02	-0.67
47	Gwalior	3.75	3.73	0.02	-0.75
48	Gorakhpur	3.71	3.67	0.04	-0.79
49	Bhatinda	3.71	3.67	0.04	-0.79
50	Diu	3.67	N/A	-	-0.83
51	Agatti	3.29	3.12	0.17	-1.21
AVERAGE		4.30	4.25	0.06	-

N/A - The CSS was not carried out at these airports.

MOU targets set for excellent rating for the year 2016-17 is 4.50 on five point scale.